

















## GUEST OP SPOT

# Why operations staff should be given proper documentation

By Ron Linton

"Will you run this job, please?"  
"What do I do with it?"  
"Just load and go program ABCD, and do a dump if it fails."  
"What paper do you want?"  
"Oh, plain will do."

OWN up! How many programmers have submitted—and how many operators have accepted—jobs like this? We all have at some time, but doesn't it sound dreadful?

So what is missing? Simply this: DOCUMENTATION; the essential information which describes a job and its requirements.

The conversation above provided some information, but what will happen to the job if the operator concerned is not around at run time? Will it run successfully? Won't it run successfully? Or won't it run at all, because the shift leader will leave it in the litter bin?

The shift leader would be justified, for one can never be certain of a job's requirements; even a regular job may change sometime.

Suppose a program is being developed to update a Customer File; the tests being run on a dummy file; the great day comes when it can be recompiled to use the "live" one. However, not only is it using a dummy file, it is being handled by the two dumbies in the conversation at the start of this article.

"Run this job, but don't load the live Customer file!"  
"OK, I'll do it after lunch."

But someone assumes that it is still under test, and runs it. Now, what can go wrong, will. So of course the "live" file happens to be online! The recompiled job uses the "live" filename so: No live Customer File; no operator; and no programmer.

All this for want of a written instruction.

So what information is needed by the Operator? This will vary slightly according to the job and the installation, but the following will always be necessary:

AT many installations the matter of operations documentation is given scant attention and this can lead to disastrous results. When errors do occur it is the

operators, almost inevitably, who take most of the blame. In this article Ron Linton, who is a computer operations controller at Manchester Polytechnic,

outlines the type and level of information needed by operations staff if they are to run work efficiently and deal with any problems which might arise.

- The Operating System to be used?
- The discs and tapes needed?
- The hard output to be produced?
- How long will it run?
- How much store is needed?
- Events that may occur, and what action is required?

Items 1-3 may be implicit, eg if you've got no tape decks, you needn't list tape requirements! Most simple one-program jobs can be run with the above details, although it may be expedient for the operators to know if a live file is being used. All this is needed is a slip of paper or a printed card with the information on it (see Op Spot, May 18 and June 15).

Linked tests of several programs, however, can be complicated by changes of discs and tapes, and varying store requirements, which make it difficult to schedule parallel work. A simple way of presenting this information is a loading list, indicating each program's requirements in order. Figure 1, this list also clarifies the transfer of tapes between programs.

With this list, the Operator can set up jobs using similar discs to run consecutively, or to be multi-programmed if they are compatible. At run-time, discs and tapes can be loaded in advance if transports are not needed (always assuming that the first program doesn't fail).

Production jobs for which operations is responsible present a more complex problem, as operations needs to know all about them in order to cope with any irregularities, and to prevent interference with associated jobs. Many programmers will dispute this need, as let us illustrate.

It is three o'clock in the morning and an urgent job is using a disc and writing to a tape; the tape fails.

"Dear dear!" says the Operator (or words to that effect). "I shall have to restart this job."

But suppose that the program was, say, increasing your company's prices on disc by 10%.

One could learn to drive without knowing how a gearbox works, but could a racing driver achieve his performance without a thorough understanding of his car?

In order to look after a suite, including security, recovery, and requests for extracts and reprints, Operations needs the following information:

- A brief outline of the suite's purpose.
- When is it to run, and on what initiative.
- Its interaction with other suites (eg invoicing may produce Sales Ledger data).
- Flowcharts of all programs and file usage, showing their inter-relationships.

At program level, the details listed earlier are necessary, plus, briefly, what the program does. The section on "events" should define what the operator is to do in response to each event, even if it is only "Refer to programmer."

There must be some circumstances, such as program failure, which operations cannot resolve, but they must know what they can and cannot do.

The most effective way of presenting this information is, probably, to have a manual for each suite, and to keep these manuals in the Job Assembly area.

Their contents should be as follows:

- Loading list for the suite, or for each contiguous section (which can be referred to while the program is running).
- Brief outline of the suite's function, any variations to consider, (eg the difference between "daily" and "month-end" runs) and how the job is initiated.
- Flowchart of programs/files.
- Details of each program, as described earlier.

Where an operating system is used, one might think that much of this information becomes unnecessary. This is true, under

often overlooked by the side! No-one would expect a programmer to work to his manual, but many operators fail to realise that their console should have a manual of this kind of information.

Where the operating system generated to suit the situation, details of the operator and disc cartridges used are essential.

There is one other try, sometimes not even by the systems department, documenting—procedural systems discs taken! How these discs are recovered? What he done about remote use, the mainframe should be passed on by word of mouth and a pack of cards, or a reminder the army's "army" manual.

Such procedures are passed on by word of mouth and a pack of cards, or a reminder the army's "army" manual.

Well, do you think the installation is properly mounted? Try this test—ask an operator from outside the machine room to run your manuals, and see if he gets it!

routine circumstances; good documentation is essential to cope with the unexpected.

The way in which the OS runs a job may give rise to situations which affect the operators; for instance it may perform automatic security dumps at intervals, which the operator would like to know about!

Each manual of instructions should include a section on the effect of the operating system, listing which programs are run by which macros, what messages are produced, and indicating where data cards must be inserted. Normally only this section and the loading list will be needed, the rest being invaluable after the disaster!

Apart from job documentation, the operators need details of the installations software—the Executive Supervisor program, and the operating system itself (which is just another program in this context).

And what about utility programs which the operator is often expected to run without outside instructions? Is there any write-up on the hardware? This kind of information is

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Well, do you think the installation is properly mounted? Try this test—ask an operator from outside the machine room to run your manuals, and see if he gets it!

## A page in two minutes

DOUBLE the speed of previous machines in claim for this new model of facsimile transceiver announced by 3M. An A4 page can be transmitted over dial-up telephone lines in two minutes, compared with the usual four minutes.

The principal advantage of this increase in speed is the reduction

in telephone costs which results. Other speeds, for three, four, or six minutes, can be selected on the machine, to make it compatible with other makes and to allow for poor quality lines.

The Model 2346, so it is called, sells for about £1,400 or rents for about £50 a month, according to the size of the order.

## Digico agent's Turkish bureau

INTENDING purchasers of Digico minicomputers in Turkey can develop their software using the bureau service offered by Digico's Turkish distributor, Plastonik. The service is based on a 192K Turbo MTS 16E minicomputer with 112 Mbytes of disc store. One of its customers has used it in the design and development of a Turkish car.

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PROGRAM LOADING LIST									
Program	Disc	Disc	Disc	MT	MT	MT	Store	Run time	
ABCD	1	12		Work	267		12K	2	
WXYZ		12		Work			18K	4	
EFGH		12	17				32K	20	
LMNU		12					17K	5	

Figure 1. The program loading list provides a simple way of indicating the requirements of each program in order.



## PEOPLE AND EVENTS

## Appointments at Digital Equipment

SEVERAL appointments have been made in marketing at Digital Equipment. Edger Valentine joins the company from GEC Semiconductors where he was a product manager. At Digital he will be marketing manager for the computer group, responsible for the marketing aspects of terminals and microcomputers.

The newly-created position of European marketing manager for the traditional product line is taken by Geoffrey Finch. He forms part of a new European marketing organisation, based at Reading, and is replaced as OEM marketing manager by Don Tohmou, latterly North American marketing manager for the DEC OEM products group in Maynard, Massachusetts.

UK marketing manager for the



Valentine

laboratory data products group is Dick Wright, previously based in the States as LOP marketing manager and sales manager.

Formerly a senior sales engineer in the laboratory OP group, Brian King has been made UK government and major accounts programme manager.

Martin Mitchell at British Gas HQ has been appointed head of computing services. His previous position was that of chief accountant, administration.

Gyan Jalo, who obtained his doctorate in computer engineering at London University, has been appointed vice-president of system engineering with Documentation in Florida. His previous job was director of systems engineering with Datapoint in San Antonio.

Mick Dungworth has left ICL, where he was regional support manager of the national research region, to join Cray Research UK as technical support manager.

Ahmed Saad, manager of the Polytechnic of the South Bank computer centre, has been awarded a PhD in computer science from London University for a thesis on the design philosophy of operating systems.



Cathcart



Rutter



Scotchmer



Melsom

Ivan Kutter and Jack Iddon have joined Texas Instruments' European digital systems division as senior field sales engineers. Both were previously with General Automation; Kutter is based at Slough and Iddon at Manchester.

Appointed field sales engineers with TI are James Cathcart, who previously held a similar position with Teleprinter Equipment, and Bill King, from Datac.

Rhys Jones has joined Jensen Computer Systems as software manager. Previously he was a project manager with Data Logic.

William Lowe, previously a senior consultant with CMG, has become director of consultancy services with Lonsdale Systems.

John Cookson has been appointed sales engineer for Scotland and the North of England with Calcomp. Previously he was with Compend, selling CAD software products.

Mick Scotchmer of CMG (City of London) has been promoted from project leader to associate director.

Doug Aah has been appointed sales manager of Data Design Technica. He was previously a sales engineer for Penny and Giles Data Recorders. Jenni Melsom has become a sales administrator in DOT's sales department.

Nick Pollard, a UK salesman with CPP, has been made UK manager, and Cliff Smith, a senior salesman, assumes responsibility for international sales co-ordination as well as for the introduction of new products. Chris Finch and Dave Chamberlain have joined CPP as salesmen. Finch was formerly a salesman with ICL, and Chamberlain was in teleprocessing with Air Products.

Jimmy Aldous, previously account manager with Olivetti's integrated data systems division, has joined Optical Business Machines as a sales executive.

## Edited by Nancy Pocock

## Calls for papers

PAPERS are solicited for the Conference on the Production and Assessment of Numerical Software NS71, which will take place on April 9-11, 1979 at Liverpool University.

Topics to be covered include: tools to aid production of numerical software; portability and transferability; internal design of large packages; testing for performance, reliability, correctness, language design, documentation.

Complete copies of papers, which should not exceed ten pages, should be sent by December 14 to the Programme Chairman, M. A. Hennell (NS71), CSS Department, University of Liverpool, Liverpool L69 3JX, tel: 051-708 0022, from whom further details of the conference can also be obtained.

PAPERS are invited on a wide range of information retrieval topics for the International Specialist Group on April 23, 1979 at the University of Birmingham, UK. The group is interested in all aspects of information retrieval, including: theory, practice, and the use of computers. Further details can be obtained from Dr. Oddy, whose telephone is 021-359 3811.

## DIARY

NOVEMBER 27  
The use of Mumps in the National Health Service, seminar, BCS Medical (London) Group, London School of Hygiene & Tropical Medicine, London WC1. Apply before November 20, Mrs Guntrip, tel: Brentwood 228470 ext 27 or 41.

Specification and use of high performance analog/digital converters, colloquium, IEE, Savoy Place, London WC2. 10.30. Register with IEE, 01-240 1871.

Recent developments in controllers for process control, colloquium, IEE, Savoy Place, London WC2. 10.30. Register with IEE, 01-240 1871.

NOVEMBER 27-29  
CAD of digital electronic circuits and systems, symposium, EEC Commission, Hilton Hotel, Brussels, Belgium.

Computers in engineering, Charles Lang, William Elliott, Ken Robinson, Institution of Mechanical Engineers, IMechE, 1 Birdcage Walk, London SW1. 14.00.

Computers and education in the 1980s, Dr William Tagg, BCS/ACM Chapter, BCS HQ, London, 18.30.

The key-to-disc industry, Neville Braine, Institute of Data Processing Management, Infocore, Headstone Road, Harrow, Middx, 18.45.

Designing with microprocessors, P. Watkins, IERE E Anglian section, Cosser Electronics, Elizabeth Way, Harlow, Essex, 18.00.

The role of large computers in the future, Prof Frank Sumner, BCS Essex branch, West Cliff Hotel, Westcliff-on-Sea, 18.45.

NOVEMBER 28  
New technology and its effect on CIM — laser printers and distributed processing, BCS Microform Group, N°18, 200 Marylebone Road, London NW1. 10.30.

Graph theory and network flow for effective bounds, Ms A. Hey, ICS Mathematical Programming Study Group, London School of Economics, London WC2. 18.30.

The next ten years, Hedley Vynnyk, Univac Series 90 Users' Association, Royal Horseguards Hotel, London SW1.

NOVEMBER 30  
Debate, ICS PL1 Group/PL Group, London School of Economics, London WC1. 17.30.

Getting into computing, for the distributive trades, seminar, NCC, Computing Services Association, Grand Hotel, Birmingham, Bunkings, tel: 011-224 8333.

NOVEMBER 1  
Fortran Forum 78, BCS, Sheffield Bldg, Imperial College SW1. Language and application, J. Cohen, Computational Laboratory, University of Oxford, Dept of Experimental Psychology, South Parks Road, 17.00. Details Mrs S. H. Hedges, 56721.

DECEMBER 4  
Office computing, BCS branch, Electra House, Colaba, 17.00. Details Mrs S. H. Hedges, 56721.

DECEMBER 4  
Oceania manager, European Computer Users' Association, Hotel Norga, Hamburg, Germany, 17.00.

DECEMBER 5  
Philosophy of mathematics, minilateralisation, colloquium, BCS Institution, London W1. 18.15. Details Mrs S. H. Hedges, 56721.

Computers, the next 10 years, Ewan, BCS NW London branch, Hotel, Greenford, Middx, 18.30.

Personal computing 80, DCS Harlow sub branch, Secretariat, Essex, 18.30.

Social implications of computers in the 1980s, Farrow, BCS Leicester branch, Went Bldg, Lefebvre House, 18.30.

Computer art, Birmingham branch, Birmingham, 18.30.

Computer typewriting, ICS, ICS N Staffs branch, 20.00.

Virtual machines, modern operating systems, Newcastle-on-Tyne, 18.30.

Bridge Club, Newcastle, 18.30.

DECEMBER 5  
Computer exhibition, City, 18.30.

DECEMBER 6  
Computers, the next 10 years, the industry, 8.15, Details Mrs S. H. Hedges, 56721.

Microprocessors in operation, IEE, Savoy Place, 10.30. Register with IEE, 01-240 1871.

Content of general studies in engineering, meeting, P. R. Convey, IEE/IEET, Savoy Place, 17.00.

The development of large scale integrated circuits, meeting, H. L. Penick, IEE/NAES, Savoy Place, 17.30.

## Cray 1 offered on bureau basis in UK

THE power of the Cray 1 supercomputer will be available on a bureau basis in the UK from December 1 via London United Computing Systems, LUCS, the UK subsidiary of United Computing Systems of Kansas City, Missouri. Clients will be able to run large scale Fortran IV programs on the system.

The Cray 1 was ordered by UCS last year (CW, September 28, 1977), and has now been installed at Kansas City where it can be accessed from most parts of the US and Western Europe via Uninet, the UCS network that also embraces the LUCS

data centre in London and Fides Computer Centre in Zurich. Fides, a subsidiary of Credit Suisse, signed a joint marketing and network utilisation agreement with UCS early this year.

The Cray 1 provides 80 million instructions per second of processing power, compared with a total of 35 mips provided by all the other machines at Kansas City — twin CDC Cyber 175s, three CDC 6600s, one Cyber 174 and two 6400s.

Most of the Cray 1 users are expected to be those with very large DP tasks to perform, like dynamic finite element structural analyses using the Nastran suite, a facility that should be of interest to the oil rig construction industry.

The Cray 1 will also be available to clients with Fortran IV programs that are too large for "conventional" computers, and other potential users include would-be Cray 1 purchasers wanting some experience with the machine before they install their own.

Offering Cray 1 services in Europe is part of UCS' efforts to expand its business on this side of the Atlantic. Its European marketing is now being directed by United Computing International, a division with its head office in London at United House in the City, which is also the new premises of LUCS. The latter runs one CDC 6500 there.

## Business Show dates

THE second International Business Show, now established as a biennial event, will be held from October 23 to November 1, 1979 at the National Exhibition Centre, Birmingham. It promises to be considerably bigger than the 1977 IBS.

Several computer firms are among the 260 exhibitors so far signed up. They include ICL, Honeywell, Sperry Univac and GEC Computers. This is in contrast to the last IBS at which only ICL of the "mainstream" manufacturers was represented.

## Viewdata in US

IN the opening paragraph of our report on viewdata services in the US, it was incorrectly stated that Inspec markets the Post Office Prestel service in the UK. As was clear from the remainder of the article, Inspec markets Prestel in the US, and not in the UK.

## THERE'S MORE TO LUTON THAN CAMPARI AND THE AIRPORT

There's the Commodore PET, the APPLE II, the North Star Horizon, Processor Technology's Sol, Cromemco's Z2, Z2D and System 3. Together with disc drives and terminals and printers and VDUs and all manner of accessories and books and magazines. Almost everything the Personal Computer lover could wish for. So put away the holiday brochures and come along to —

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## The ancient art of vulture stuffing

VULTURE stuffing is one of the lesser known areas of expertise within ICL, but David Reeves, a personnel manager with ICL at Putney, is sufficiently knowledgeable about the ancient art of taxidermy that he was able to estimate accurately how long it took to stuff the vulture looming over his head at the top of our picture.

Reeves guessed that the stuffing time was 18 hours and he is seen (left) being presented with a prize — a veeehond in Paris for two — by Lawrence Alexander, sales manager of Grand Metropolitan Hotels, whose subsidiary, Bateman Catering, ran the guess-how-long-it-took-to-stuff-the-vulture competition at the Institute of Personnel Managers conference at Herrogate.

Reeves' accurate estimate of the stuffing time is made all the more impressive by the fact that the vulture was stuffed 100 years ago, and Bateman Catering had to bring in an expert taxidermist before the competition to advise them on how long it would have taken.

All of which goes to show that the ancient art of stuffing birds is not lost forever.



## Cadbury Schweppes uses OCR for remote online data entry

REMOTE online data entry using OCR instead of keyboards is being implemented by Cadbury-Schweppes at its depots all over the country. Two depots already have OCR equipment reading sales data hand-printed on order forms by salesmen in the field.

The OCR kit being used by

Cadbury is the System 70, which is built in the US by the Cognitronics Corp of Stamford, Connecticut, and sold here by Cognitronics Ltd of Woking, Surrey, an independent firm which has adopted the same name as the US company.

The System 70 configuration costs about £50,000 and includes

a laser beam scanner and a VDU for displaying images of rejected characters so they can be inspected and re-entered by the human operator.

System 70 can read OCR A and OCR B upper and lower case as well as numeric handprint.

At each Cadbury depot the

System 70 is interfaced with a Harris 8170 intelligent terminal system linked online in IBM 3270 compatible mode to Cadbury's IBM 370 mainframe system at its Bournville headquarters. The display terminals on the 8170 are used for interacting with Bournville while the System 70 handles order data entry.

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With TI's experience in microelectronics — and their ten years leadership in thermal printing — it's easy to see how the 743 KSR earns its reputation as a fuss-free terminal in the great "Silent 700" tradition.

Full information available from: Texas Instruments Ltd, European Digital Systems Division, Data Terminal Marketing, MS33A, Manton Lane, Bedford MK41 7PA. Tel: 0234 67466 Telex: 82178 Stockport: Tel: 061 442 8448 Slough: Tel: 0753 35545

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April 1978



How accurate are manufacturers in the way they describe their products? Do their claims, as expressed in brochures, advertisements and similar publicity, stand up to close scrutiny? This recent BCS survey of user requirements (CW, November 2), was highly critical of some of the promises made by manufacturers to users. In this article Nicholas Enticknap takes an in-depth look at the way one potential user responded to the announcement by Digital Equipment of its VAX system.

# Can you believe all you read in brochures?

By Nicholas Enticknap

IN the course of carrying out a detailed survey of minicomputers to find a system to be used in its conception of "discreet data processing," the Scandinavian Airline System found considerable discrepancy between Digital Equipment's claims for its VAX-11/780 and reality.

A report on the SAS findings has been produced by Henry Norman, a systems programmer working on the project, and he is severely critical of the way in which DEC has presented the product.

Norman takes DEC particularly to task on two important qualities of the VAX: its billing as a 32-bit machine, and its claimed compatibility with the PDP-11 family. The report gives detailed arguments in support of his views.

He is quick to stress, however, that he is not attacking the VAX-11/780, only the way it has been promoted. He adds that "it is probably the best 16-bit (sic) computer for large Fortran applications that the industry has ever produced."

Henry Norman sent a copy of

his report to DEC in August. At the time he contacted us, in October, he had not even received an acknowledgement, far less a reply. DEC, however, has told us that a high level reply is being prepared at its headquarters in Maynard, Massachusetts.

As the points raised by Norman are of considerable interest, not only to potential VAX users, but also to those who are in some detail. First, the 32-bit application, which Norman describes disparagingly as a "myth."

He argues that the description

"Compatibility is rarely absolute, and never so between one machine and another of fundamentally different architecture. It is therefore a question of relative compatibility."

"32-bit" ought to apply to the word length and not the VAX architecture handbook as stating specifically that the word length is 16 bits. So why does DEC call the VAX a 32-bit machine? Norman assumes that this refers to the theoretical address range.

Having said which, he points out that although the data path width is 32 bits, the physical address range is only 30 bits, giving a maximum addressable storage of one Gigabyte (1,024 Megabytes), which is only one quarter that of a 32-bit range.

This size then has to be divided into two, as half this theoretical size is set aside for I/O registers. The maximum physically available size is thus 512K bytes, one-eighth of the 32-bit maximum.

Norman concludes that the VAX is properly a 16-bit machine. He has in fact got it wrong, but it is a good example of how labels can mislead, and how readers need to be clear about the implications of seemingly straightforward machine characteristics.

The first point to clear up is the question of DEC's own definition. The handbook does indeed define the word length as 16 bits, but this is a semantic rather than an architectural definition.

For DEC, a word is equal to 16 bits, whatever machine is being referred to. A unit of 32 bits is defined as a double word. Similarly, eight bits is called a byte, and four bits a nibble.

DEC's own justification for describing the VAX as a 32-bit machine is that 32 bits is the maximum number that can be operated upon in any one time in parallel. Thus all data paths throughout the system are 32

bits wide. Another way of defining the same thing is to say that the bit width of a machine is equal to the number of bits you can put in a program counter.

Leaving aside physical considerations, there are two major implications of a bit width. First, it defines the accuracy of computation. The ability to operate on 32 bits in parallel gives a much higher degree of precision in complex computations.

Secondly, it constrains the maximum physically addressable program size. In basic form, a 16-bit machine can only address an area of  $2^{16}$  words, which is 32K. With 16-bit systems which have some kind of memory management system, such as the PDP-11/34, the maximum addressable memory is 128K words, but the maximum individual program size is still restricted to 32K words.

With a 32-bit machine, the maximum theoretically addressable memory becomes  $2^{32}$  words, which works out as four Gigabytes. As Norman points out, in the case of the VAX this is reduced for various reasons to 512K bytes. As, however, the maximum available memory is only eight Megabytes, this constraint is irrelevant. In any case, trying to imagine a single 512K byte program!

Bearing all this in mind, DEC is entitled to call the VAX a 32-bit machine, indeed more so than some other manufacturers, which have machines with 32-bit data paths but capable of operating on no more than 16 bits in parallel.

On the question of compatibility, Norman is on stronger ground. Compatibility is rarely absolute; and never so between one machine and another of fundamentally different architecture. It is therefore a question of relative compatibility, and each user has to make up his own mind about the problems he will encounter and what they will cost him.

Norman's first point is that all programs depending on services from any operating system other than RSX-11M cannot be transferred. (He assumes, correctly, that the S, D and + variants of this operating system are included.)

Even programs within this category, he adds, are not necessarily safe. He quotes the DEC list of RSX systems directives which are not supported on VAX, describing it as "long" and "by no means complete," and cites examples of a number of types of program which are incompatible, such as user-written I/O drivers and programs which use the PDP-11 floating-point instructions.

DEC readily agrees that RSX-11M is the only operating system emulated on VAX, and that

RSTS, RT-11 and Mumps are not. The company says, however, that the majority of potential VAX customers are currently RSX-11M users. For those that are not, DEC offers Bliss-32, which allows the user to write his own operating system.

It also points out that programs written in RT-11 Fortran, RSTS Fortran and RSTS Basic are compatible, except for those which make resource calls on the executive.

The unsupported RSX system directives (there are 13 listed, out of a total of 53) are, says DEC, mainly concerned with the memory management system referred to above. These are not necessary on the VAX because of its 32-bit word length, so the user merely has to delete them.

Nonetheless, one is left with a residue of incompatibility. Furthermore, the company specifically says it is senseless to run Fortran programs in compatibility mode — they should be re-compiled to run under native mode as the performance advantages are so great.

DEC's own experience is that in compatibility mode, VAX has 1.2 times the power of an 11/70, while in native mode it has 11 times the power.

Recompilation is not exactly

... although the data path width is 32 bits, the physical address range is only 30 bits, giving a maximum addressable storage of one Gigabyte which is only one quarter that of a 32-bit range.

arduous, but if it's necessary can compatibility really be claimed?

This analysis shows that compatibility operates at several different levels (and we haven't touched on hardware compatibility). For many VAX customers, conversion will be a minor problem, but for some it will require careful reorganisation.

A superficial judgment on these arguments might be to call it one-ail, and leave it at that. But

the report is not merely evidence of a difference of opinion between a supplier and a customer. It reveals the whole nature of manufacturer-prospect communications in the computer industry.

The bit-width, which might think was a matter of straightforward fact, turns out to be a matter of interpretation so much so that it is possible to arrive at a wrong conclusion.

The question of compatibility, which one would expect to be a relatively straightforward matter, turns out to be a matter of careful evaluation before extent can be measured.

The point here is that every technical term used to define a computer's capabilities has an implication. It follows that if a direct description in a brochure or advertisement can only give a very vague picture — it should be enough to allow the user to make up his own mind as to whether the machine is of potential use or not, but it is not enough to give a false impression of what it will do. The point here is that the user can only give a limited view, though if a journal or similar editorial source is involved, individual technical terms are always being used, and their reports will be a result of more meaningful.

It also, obviously, has a different standpoint, and will be as to serve its readers' interests rather than to promote particular manufacturer or product.

However, the value of the Press says depends on how the reader interprets. And this applies also to the literature, such as brochures and specifications, as Norman's experience shows. One can imagine that technical descriptions were quite unhelpful, but this article demonstrates that that is not so.

To get a clear idea of the user must not run to the self to written sources, but even when all of them are mislead. Discussions with a manufacturer are a part of any evaluation.

## Texas' portable bubble memory terminal aimed at newsmen

NEWSPAPERS represent one of the most important groups of potential customers in the UK for the Model 765 portable bubble memory terminal, according to Texas Instruments, the firm that builds and sells it.

It points out that the 765 is particularly suited to use by newspaper reporters at remote locations, like sports events, because its bubble memory — up to 80K bytes — provides a means of storing and editing text that is more reliable and faster than magnetic tape cassette and which, unlike RAM, is completely non-volatile.

Text stored in the bubble memory can be transmitted to the newspaper office using the terminal's acoustic coupler linked up to a normal telephone handset.

It says that more than a dozen newspapers in the US already use the 765, and that in some cases text is transmitted

online to the newspaper's computer system. Otherwise the story can be printed out by a receive only terminal at the newspaper office and sub-edited and typeset in the conventional manner. Union attitudes mean that the latter method will almost certainly have to be used universally in the UK, according to TI.

The first European newspapers to use the 765 are the Swedish dailies, Express-

men and Dagens Nyheter, Sweden's largest evening and morning papers, respectively.

TI in the UK says that one provincial newspaper is currently using the 765 on a trial basis. The 765 is the latest model in TI's well-known Silent 700 range of 30 chips thermal printer terminals and has just been relaunched in Europe, serious delivery problems having dogged the initial marketing effort (CW, August 10).

## Voice data entry terminal prices cut

AN expanded range of voice data entry terminals with reduced prices is announced by EMI Threshold, of Hayes, Middlesex, at £5,500 for the basic Threshold 500 processor, the range goes up to £42,000 for the Threshold 5400, a four terminal stand-alone or antellite system with a 5M byte disc, a printer and some applications software for standard reporting functions. The previous starting price was £7,900.

Their terminals use the DEC LSI-11-based Threshold 500 processor with 4K of RAM, and ROM expanded from the previous 4K to 8K to hold an improved recognition program with more space for arrays giving information on the acoustic features that are likely to occur. The new program also uses a dynamic programming algorithm which compensates for variations in timing in the spoken input.

The Threshold 600 is a teletype replacement terminal which has a VDU version and a 16 digit display version. It has a vocabulary range from 64 to 500 words or phrases, and outputs a customized code or an ASCII character string serially through a teletype compatible 20mA current loop or RS232C interface.

A Commodore Pet is linked to the basic 500 unit in the Threshold 650, which sells at £6,000 and has been supplied to a major plastics company.

A potential customer for the lower priced products is systems house Arbat of London which has already been running trials with a Threshold voice data entry device for about 18 months. A spokesman said Arbat was interested in the terminals as alternatives to keyboards and touch screen devices in command and control applications involving non-numeric data entry. The competition with low cost devices such as keyboards meant that the market was likely to be responsive to price reductions.

Performance with numbers was not so good, he said, since voice entry of one digit at a time was slower than keying, whereas letters could be entered as a word or phrase at a time.

For viewers a users

THE first issue of Viewdata is and TV User is out now. A quarterly magazine, it contains the official Prestel directory and information on the subjects covered, as well as articles about viewdata and teletext and other uses for television like TV games and as a home computer output device.

It is sent free to all Prestel users, or by subscription at £2 a year from Viewdata House, Usar (CW), Oakfield House, Poynton Road, Haywards Heath, Sussex RH16 3DH.

## CDC and IBM grow in South Africa

From our South African correspondent

WHILE action by UK trade unions and the Anti-Apartheid Movement threatens to hinder ICL's operations in South Africa, according to businessmen in South Africa (CW, November 15), it appears that US computer companies are remaining relatively unscathed by the American government's ban on the shipment of computers there.

Two US companies currently enjoying increased business in South Africa are IBM, which reports increased deliveries, and Control Data, which has formed a new telecommunications software division.

CDC's new South African subsidiary has been set up to market and support expanding demand in the indigenous telecommunications market.

The division will specifically market a software package called Network Communications System that has taken two years to develop locally in South Africa.

"NCS is a self-standing, packet-switching network system that uses the N25 communications protocol," Robin Piper, manager of the new division, told Computer Weekly. "Already, we are completing a network system for a joint Barclays Bank/Standard Bank project in South Africa, and have sold it overseas to Denmark, Australia, New Zealand and Israel."

NCS is based on CDC Cyber 18 minicomputer hardware and uses CDC 235X network processors as network nodes.

The managing director of IBM South Africa, Jack Clarke, reported this month that the amount of new computing power delivered by his company so far this year is up by a massive 250% on the figure for 1977.

Although declining to divulge details of actual sales figures, Clarke did say that the increase was due to "the astonishing improvement in computer technology" rather than a function of improved sales.

Because computers are becoming smaller and less expensive as well as easier to use, they are selling much faster, he explained.

Earlier this year, however, the picture was not so optimistic for

US companies, as South African businessmen feared the worst from the Carter Administration's embargo on the export of US computers to South Africa (CW, November 1).

This move created marketing problems for American computer manufacturers and there was a swing away from them to UK and European suppliers.

For ICL this was good news, and during the financial year ended September 30, 1978, it

managed to capture a £42 million chunk of the systems market in South Africa, accounting for about 10% of the group's worldwide business for that period.

But the feeling among South African businessmen now is that there could be a re-establishing of the situation in favour of the US companies if trade unions and "groups of political agitators" persist in their attitudes towards South Africa.

## Essay contest

THE Institute of Data Processing Management and the consultancy firm Langton Information Systems are jointly sponsoring an essay competition on "The practical implications of distributing computing power."

A first prize of £300 will be awarded, and the winning entries will be published both in Computer Weekly and in a book to be produced by Input Two-Nine. Essays are to be between 2,000 and 3,000 words long, and may cover any area and aspects of the benefits and problems of distributing computing power.

Further information may be had from the IDPM at 12 Hanley Street, London WC2E 8NU. The closing date is April 30, 1979.

## Mostek to second source the Intel 8086

FOLLOWING the decision of Zilog to go with AMD as the second source house for the Z-8000 16-bit microprocessor (CW September 7), Mostek has had to look elsewhere for a 16-bit device to complement the Z-8000 to make under licence from Zilog. It has now settled on Intel, and the company is to manufacture and second source the Intel 8086 microprocessor.

Mostek's version will be produced using its Poly 5 MOS process, which is broadly similar to the HMOS process used by Intel to manufacture the 8086. There are differences between the two, however, so Intel will not be supplying Mostek with masks for the device.

One reason given by Paul Mayes, Mostek managing director in the UK, for choosing the 8086 over the selection by Zilog of AMD for the Z8000 is the general similarity between the 8086 and the Z80.

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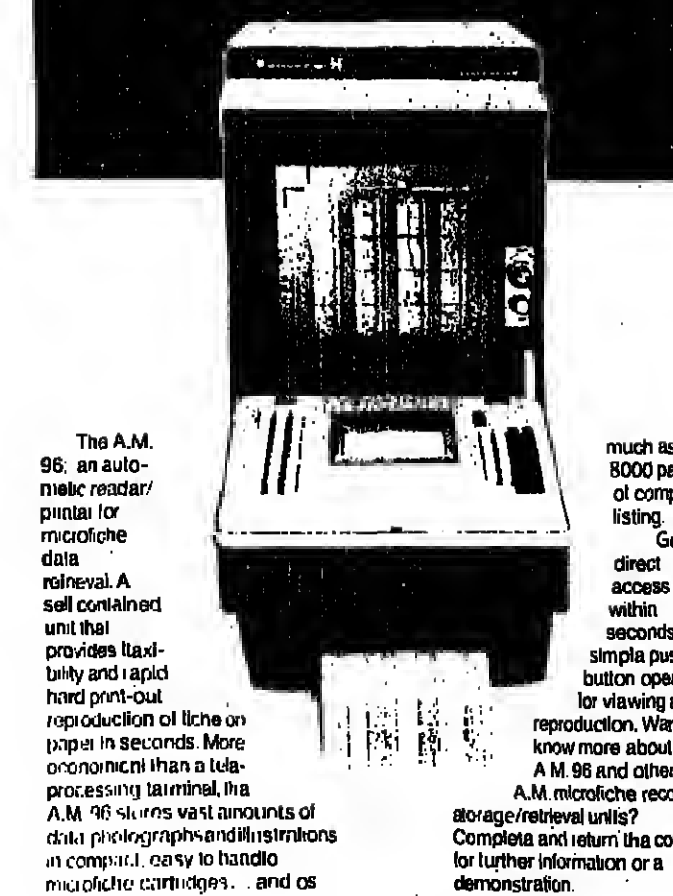
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CW 11

## GOVERNMENT COMPUTING

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Central Computer Agency, Room 522, Riverbank House, 157-161 Millbank, LONDON SW1P 4AN.

## Fibre optics range launched

FIBRE optic products from Lee Green Precision Instruments' subsidiary, Fibre Link, will be distributed in Germany and Austria by Telemeter Electronic of Donauwörth.

The distributor was signed up in time for the Electronica Exhibition in Munich last week, and Fibre Link's range of products was shown for the first time in Germany at the exhibition. The range includes amplifiers, transmitters, receivers, fibre cable and connectors for use in transmission at 5M bps over a 1.5 Km range.

Two weeks earlier there had been an international move in the opposite direction when Sumner Electronics, the UK subsidiary of a Swiss company, launched its range of fibre optic cables and connectors in the UK at the Wembley Military Microwave Exhibition. It showed a range of 20 connectors including one new type with a clamp like a drill chuck. Sumner cables are based on Pilkington fibres.



Edited by Martin Banks

## Motorola's Dr Heikes quits in 'disagreement'

Dr Robert Heikes, who electrified the National Computer Conference in Anaheim, California earlier this year with a speech condemning the lack of software skills as a block on the development of technology, has left Motorola Semiconductor following a "philosophical disagreement" with the company.

He was with the company for 10 years and was vice-president and assistant group executive when he left.

John Barron, co-founder in the UK of the NEB-backed Immos, said that the company was looking out for senior people, and that he was aware that Dr Heikes was available.

Barron admitted an interest in Dr Heikes, mainly because the American has well known professional attitudes. He used to be European vice-president of Motorola.

### Application packs

OFF-THE-SHELF application packages for a wide variety of business applications have been introduced in the US by Ohio Scientific for users of its floppy disc and fixed disc microcomputer systems. Said to be based on a database management system called OS-DMS, the library of programs is end-user oriented and menu-driven and includes an online inquiry program called Query. Suggested price of the software is \$300 per application.

The four parallel ports can each be switched between input or latched output, the two serial RS232C/TTY ports can be switched to any of 16 data rates from 110 bps to 19.2 kbps, and each line in the strobe port, and the attention port, used to activate output and input data transfers, is switchable between positive and negative pulsing.

Priced at \$199 as a kit or \$250 assembled, it is not yet on offer in the UK.

### Japanese reply to US critics

JAPANESE and US semiconductor manufacturers are meeting next week to discuss American criticism of Japanese semiconductor sales in the US. The meeting in Palo Alto, California, will be attended by a mission from the Japanese industry consisting of Nippon Electric, Hitachi Machinery, Toshiba, Fujitsu, Mitsubishi Electric and Matsushita Denki Kogyo.

### Eight I/O ports on board update

A NEW S-100 interface board with eight input-output ports is available from Thinker Toys of Berkeley, California. It is called the Switchboard, and all eight ports can be switched on or off to any base address divisible by eight. There are sockets for 4K bytes of EPROM and 4K bytes of RAM which can be switched to any base address divisible by 4K.

The four parallel ports can each be switched between input or latched output, the two serial RS232C/TTY ports can be switched to any of 16 data rates from 110 bps to 19.2 kbps, and each line in the strobe port, and the attention port, used to activate output and input data transfers, is switchable between positive and negative pulsing.

Priced at \$199 as a kit or \$250 assembled, it is not yet on offer in the UK.

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## MICRO NEWS

The S-100 has become standard for most of the major manufacturers of small computers, microprocessors, small computers, boards and software. As the major interface

between the processor and the outside world of peripherals, memories, terminals, etc, the bus plays a vital role in the composition of micro-based systems. In this

article, DR RICHARD STEVENS, discusses how the S-100 has helped to provide low cost small computers with some surprisingly sophisticated capabilities.

# Driving the S-100 bus to a micro future

The S-100 bus system, which has become the nearest thing to a standard for small general purpose micro-based computers, started off life with no such pretensions.

The original bus was designed by Altair around the Intel 8080 chips as a completely parallel row accessed by 100-pin connectors. It is physically similar to Intel's Inteltec microprocessor development kit but, historically, has been oriented more towards higher level languages.

Altair's first systems suffered from power supply problems and, before it could correct this, a second firm, Immsal, moved in with its own version. These computers were supplied with basic and fairly good assembler language systems, including debug facilities.

Other firms moved into the market with variants. For example, the Poly 88 was designed to use a TV as a video terminal and a normal Philips cassette for mass storage, providing a very cheap system.

In the US, the concept took off immediately, and tens of thousands were sold within two years. In general, they were bought for personal use.

However, because the professional classes in America take much more interest in technical developments, these systems included large numbers of doctors, lawyers, etc, who were interested in applying the systems to their practices.

Very quickly, many small US firms started making specialist boards for the bus - real time clocks, A-D boards, memory cards etc. Often these firms were one or two men working part-time from home but applying years of knowledge picked up from working professionally in the computing world.

This probably accounts for the advanced features found on some of the equipment.

Other small businesses produced software of all kinds, languages like Fortran, Extended Basic, Pascal and programs for business work.

There are now about 100 US manufacturers of boards for the S-100 bus. To describe them in detail would be impossible but a small selection of interesting boards includes modems, mains controllers, speech generating boards at \$199, PROM programmers, image storage cards, disc controllers and ICCL watch out an 8K byte contents addressable memory board (for \$525).

The intense competition has resulted in extremely sophisticated, very cheap boards.

For example, it is possible to obtain, on a single 10 x 3 inch card, two RS 232C serial ports, two parallel ports and 10 timers for less than \$185. The baud rate is software programmable up to 76,800.

Memory is also very cheap;

32K bytes of RAM with a 250ns access time costs only \$700.

Unfortunately for the UK, very little of this equipment is manufactured here and, for a long time, this has meant that prices in the States are translated directly into pounds. To a large extent this explains the different usages of the systems in the two countries.

In the UK, the systems are almost wholly confined to professional use. Because the average engineer in the US is earning 2.5 times as much as the UK, he probably has 10 times as much spare cash to spend on a computer that costs him only half as much.

Although there are many other bus structures competing successfully for the same market, of which the Apple computer is probably the best known in the UK, none of them has been able to generate such a "bandwagon" effect.

An assiduously spread myth is that there is something "wrong" with the S-100 bus itself. Indeed, there is, from the point of view of non-S-100 manufacturers; it is too popular and does not suffer from the disadvantages of being confined to the restricted products of one manufacturer.

A rather telling point is the number of conversion kits available to enable other systems, such as the Pet or the Tandy Store computer, to accept S-100 boards.

As far as I know, no-one makes a board to go the other way, in over two years using many S-100 boards, I have encountered plenty of problems with the system, but none of these was related to physical problems of the bus.

Obviously the bus is not ideal: it lacks bi-directional lines and the power supply lines are too close together, but the practical problems are negligible.

The 100 pins, which are claimed to be excessive, are highly desirable for flexibility, spare pins being ideal for developing your own hardware to fit in the computer.

The acceptance of the S-100 as a de facto standard has proved to be a coup for the 8080 Z-80 related family chips over their Motorola 6800 competitors, because the first introduction to microprocessors for hundreds of thousands of Americans has been through these personal computers.

As soon as they sit down and start writing assembly language programs or interfacing hardware they are committing themselves to the Intel and Zilog chips.

When these young people move into firms and choose microprocessors their natural inclination will be towards the Intel-Zilog family.

The value of this indoctrination probably far outweighs the actual sales value of processors used in all the S-100 boards.

It is rather surprising that no UK manufacturer has taken up the challenge of making boards or boxes for the bus.

I am afraid that this reflects rather badly on the UK spirit of enterprise because there certainly have been gaps in the market.

UK manufacturers would rather cultivate their own little garden than face up to US competition, even when the Americans have their hands tied by the import prices.

By producing one or two special boards for the UK market and interfacing to a US system, a British firm could have a small system better than any home-produced without the drag of requiring software development, disc systems etc.

When a British firm made a "look-alike" UK version of the Poly-88, it took the weak step of using its own bus and having a restricted product rather than make an S-100 version.

Even now there is a need for a S-100 board that produces a TV video signal (black and white and/or colour).

If a firm merely produced the empty S-100 box with power supplies and a reset button and put a US processor in it, there would be a large market. The US simply couldn't compete with our cheap labour.

The main problem about the bus is that the products from one manufacturer are not always immediately compatible with those from another.

This is usually only a bother when something exotic is attempted, like using a North Star disc with a Poly-88 bus.

Unusual boards, for example for recognition of input speech, are usually designed for one S-100 system only, with details of minor modifications that may be required for others.

Surprisingly the two original manufacturers, Altair and Immsal, have disappeared up-market and are now concentrating on turnkey business systems, still using S-100 boards, at correspondingly high (\$3,000) cost. They have been replaced by a host of firms, many of which, such as Cromemco, North Star, Horizon, Poly and Vector, have agents in this country.

New S-100 equipment in the next year will undoubtedly be among the first to take advantage of technical developments. The advantages of a bubble memory board are obvious and the use of eight of the new Texas chips would give 256K bytes of non-volatile, fairly fast access storage.

Electrically erasable programmable memories (EAPROMS) are now beginning to challenge ultra-violet erasable PROMS and this would be a useful product.

One gap in the S-100 repertoire is the lack of a large capacity disc storage, probably reflecting the original bias

towards disc for its micro-based system and similar S-100 systems are certain.

Probably the biggest gap of all is the absence of an equivalent of Intel's iCircuit Emulator, a clever device which enables the gradual transfer of control from the development kit to the developed microprocessor stand-alone hardware.

The introduction of the i8-bit micros by Intel and Zilog will provide problems for the S-100 system because of the complication of extra pin requirements. This will apply to all development kits designed for 8-bit processors.

Meetings have already taken place and there is a lively dialogue taking place within the computer magazine Byte, about fitting the devices on to old memory. An IEEE standard S-100 bus should be defined soon.

To sum up, the S-100 system is ideal for anyone who would like a small computer for stock control, process control, microprocessor software development and access to high level languages at a system cost of between £1,000 and £4,000.

For some of these tasks, it is possible to buy a basic non-100 computer but it will not have the flexibility.

## Dutch house offers floppy disc management

AIMED at the growing market for microprocessor-based business systems, a Basic compiler system including index and sequential file handling is on offer from Holland Automation of Slough. The software runs in 20K bytes with the Motorola 6800 and in

under 32K bytes on the Intel 8080.

Holland Automation is a £1.25 million software house based in Dordrecht with subsidiaries in the UK, France and Eire, and is entirely owned by its employees, who have to relinquish their

shareholdings if they leave the company.

The file management system is already widely used on the Continent, being the one marketed by the highly successful West German company David Detenteknik on its DDC 110 system (CW, November 9).

## By Alan Williams

As autumn and Compec draw near, many salesmen begin a "musical chairs" season of job changing. This is a phenomenon that has been closely observed for many years by Alan Williams, whose perceptive comments on the sales scene have been appearing in the Computer Weekly Sales Bit column for over a year, under the name Trader.

Williams is a director of SMR Sales and Marketing Recruiters Ltd of Tavistock Place, London WC1 and a consultant with Sales and Marketing Services, an association of companies providing market research, sales training, promotion and recruitment services to the computer industry.

Previously he had wide experience working in sales and marketing positions in the industry and, on the question of job hopping, he observes: "It is probably true that salesmen, being naturally enthusiastic and optimistic creatures, are the easiest people to sell to. They are always eager to see the benefits and advantages of a proposition and so it is relatively easy to sell a 'bum' job as the 'opportunity of a lifetime'."

Williams discusses some of the fundamental considerations he believes salesmen should make to ensure they are going in the right direction.



Revealed at last... Alan Williams is Trader

# Changing jobs?.....a guide for salesmen on the move

THE first and most important consideration the salesman should make when thinking of changing job is whether his present dissatisfaction is necessarily resolved by moving to another company. The reflex action of seeking a new employer without first discussing the situation with a direct superior is a very negative and often destructive act: a salesman with a record of sales success is generally a much valued employee and there are very few situations where an employer is not prepared to bend over backwards to resolve the salesman's grievances.

Revised targets, amended remuneration packages, early promotion, organizational special bonuses, etc are always possible when circumstances demand it.

There are also other considerations to be made in the context of the salesman's current employment. Has he completed the task he originally agreed to carry out when he joined the company? Does the length of his service suggest that he has allowed sufficient time for such a job to be carried out? Indeed, has his service been long enough for him to know truly his product and his company and be sufficiently well established to be considered in the context of promotion or personal advancement of any kind?

Short terms of service look bad on a curriculum vitae and the general reaction of potential employers is that a brief job span is a function of employer rather than employee dissatisfaction. It is a recurrent phenomenon that the contrary is also true, for in interviews, short-term employment is always justified by candidates in terms of their own disagreement or disenchantment with the company.

Try as one might, a professional recruitment counsellor has no method for revealing absolute truths, and neither has the potential employer, other than the efficient simplicity of independent reference checks. In my own company we have formal tests, interview techniques and the application of extensive sales and marketing experience, but these applied in the context of truth, ethics, industry, common sense, initiative and trust can at best identify only the tips of icebergs.

It would therefore make life so much easier and career/vocational guidance so much more effective for the individual candidate if his justification for leaving a job prematurely, or even after an acceptable length of service, could be viewed by him from his employer's point of view as well as his own. If he got the sack because he failed where others succeeded, we need to know why.

Armed with such knowledge we can direct him to a company which has the management skills to counter whatever inadequacy caused the failure or

alternatively avoid a job where the same factors could generate the same problems all over again.

So, when the salesman in an interview is in the position of having to justify a short span of employment, or indeed any questionable aspect of his career history, then there is no alternative to the truth. Truth will not only make it possible for the recruitment counsellor to do his job more effectively but also earn respect in the eyes of a potential employer. In circumstances where a salesman might disqualify himself from a potential job by being truthful about his career history, it is probably a job he is best without anyway.

**The risk for both employer and employee in the job-change situation is considerable, no matter how attractive the pictures of future harmony and satisfaction painted by both parties might appear.**

Of course, most salesmen, who decide to look for another job have achieved their personal objectives with their present employer and have decided, for whatever reason, that their best career opportunities are likely to be found elsewhere. In this situation there are many serious considerations to be made. It has to be appreciated that "You don't know people until you live with them" and therefore the risk for both employer and employee in the job-change situation is considerable, no matter how attractive the pictures of future harmony and satisfaction painted by both parties might appear.

Having decided to seek new pastures, there are some logical considerations for the salesman to make in the context of his future career. Blind aspiration is seldom an effective vehicle for making a progressive career step.

The first stage is for him to analyse the pattern and relative success of his career to date in the context of job function, technical and commercial applications, computer hardware and services, past employers and vocational satisfaction. This is essential in order to identify any shortfall in experience, skills which are already proven, and the type of occupation and company most likely to augment the shortcomings, exploit the known capability and offer the kind of job which will provide the working environment where he is most likely to be happy and therefore successful. This is not always a simple

process, and obviously one where an effective recruitment counsellor is better qualified to make a judgment. However, the salesman should be just as capable of logically evaluating his own career so that at least he knows what kind of job with what kind of company he ought to be seeking. If subsequently the advice of any recruitment counsellor should be at odds with the salesman's own conclusions the likelihood is that someone is trying to "sell" him the wrong job. Having said that, it is true that the onlooker often sees most of the game and an experienced recruitment consultant can sometimes see reasons why an apparently unconventional job change is really the best step to take; but his justification had better be good.

Other factors which must also be considered are the duration of each stage of his experience and the progression of his career to date. Is the job he is considering a logical next step? Does his six months' experience as Bursley and District field sales manager for the Big Brother Computer Company really qualify him for the post of national sales manager for the Rinkydink Smalltime Systems Company? Is the career step within the reach of his proven capability or is he going to fling himself into such a morass of unknowns that he must fall before he even gets around to doing the job he was actually recruited to carry out?

You would be surprised at some of the amazing, even bizarre job changes some salesmen are persuaded to take on, invariably to their ultimate regret. Such mistakes generally fall into two categories: jam tomorrow, and ego trips.

Many of the first category are apparently "getting in on the ground floor" job opportunities. "A US company just setting up in Europe". "A new turnkey systems house with a product heavy enough to conquer the world" - that kind of thing. I'm sure you've heard it all before: "You may only be a salesman at first, but by 1986 you could be branch manager for Orkney and Shetland". Sometimes this type of situation can be exactly the right thing for a salesman, but if it doesn't make sense in the context of logical career progression it is probably best to give the "chance of a lifetime" to someone else.

job'. Gets you where you live, doesn't it?

Basically, there are only two answers: "Sorry, but I haven't completed this job yet" or "Okay, it doesn't cost anything to talk, but before I do, give me a broad description of the job and if it fits my own assessment of what I really ought to be doing next, I'll take your invitation further".

Another point about the ego aspect of changing jobs: everybody wants to be a manager, at least almost everybody. It is difficult for a salesman to resist the temptation of moving to a new post which includes that magic word "manager" in the job title. In this circumstance there are several considerations which need to be made: is the company able to give adequate training in the management skills which will be required; why is there no internal candidate able to take on the job? don't they believe in "growing" their people? what will be the attitude of existing staff? Is it really a management job? will there actually be people to manage or will the job involve only responsibility without authority? Perhaps it's a one man team and the salesman is it.

One final point on the ego angle. Being headhunted is rather a pleasurable experience. After all, it confirms what you always thought anyway - you do a pretty good job and the word has got around. Don't depend on it, that's not necessarily how direct search methods operate. Most companies involved in recruitment are ethical and conscientious people, whichever methods of recruitment they may use for a given job assignment.

However, as in all businesses, there are exceptions. Such deviation is most likely to occur under the guise of "headhunting". In my opinion it is not ethically possible to "headhunt".

**Everybody wants to be a manager - at least almost everybody. It is difficult for a salesman to resist the temptation of moving to a new post which includes that magic word 'manager' in the job title.**

## NCR mini speeds RAC rally results

UP-TO-THE-MINUTE results for each stage of the 1978 RAC Rally held this week are being provided by an NCR 8250 minicomputer system sited at the Holiday Inn, Birmingham - the rally's headquarters.

As each car completes a stage, the results - consisting of stage number, car number, time and penalties - are phoned in by rally marshals. These are keyed

into the 128K byte system which updates the position board and flashes a leader board on the Press Room and on the Rally Board.

Full details are also available on cassette which are taken to the RAC officials overnight for reference by the rally control.

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DESMOND PITCHER, the new managing director of Plessey Telecommunications International, the management company responsible for the Plessey companies' worldwide interests, is flanked by Plessey Telecommunications Limited managers as he tours Plessey's Chertsey (Lancs) factory which makes TX64 telephone equipment for the Post Office. On the left is Huw Edwards, director of administration, and on the right Alan Stokes, the Chertsey site's general manager. Pitcher previously held several senior positions with the Sperry Rand Corp, including managing director of Univac UK and was also managing director of Leyland Vehicles. Here he is seen hand wiring a telephone exchange rack.

## Automated Office seminar

A CONFERENCE entitled "Towards the Automated Office — the First Steps" is to be presented by Information Studies Ltd in London on November 29-30.

It will look at ways in which automation is already being brought into offices, in the form of word processing, computer terminals, facsimile, micrographics, and communications systems.

Howard Anderson from the Yankee Group and Bruce Hosenyager from Citibank will be among the speakers.

## BCS SPECIALIST GROUPS — LIVING WITH COMPUTING

The British Computer Society's specialist groups are organising a conference in London from January 4 to 6, called BCS 79, Living with Computing. In this series of articles,

the work of the specialist groups and their BCS 79 plans are described. This week the focus is on the Specialist Group for the Disabled, in a contribution from the

group's chairman, Derek Nicholson, who is managing director of Emphetic Computer Services (Stoke Mendeveille) Ltd, of Aylesbury.

## Disabled have much to offer — given the chance

COMPUTING is a profession particularly well suited to disabled members of our community, and for this reason the Specialist Group for the Disabled was set up by the British Computer Society at the request of some disabled programmers, to create a focal point for activities relating to computing and the disabled.

The group's main objectives are:

- To bring to the attention of the severely disabled the potential opportunities that exist for employment in computing;
- To bring to the attention of the public, including employers, the resources and talents to be found among the severely disabled;
- To help the disabled practitioners integrate themselves more fully into the computing community.

The group has worked closely with government and educational bodies to develop optitude testing that does not penalise people with physical

disabilities. To date, two training courses have been held under the training service agency Taps scheme and proved to be extremely successful — so much so that a third course is now in the pipeline.

The finding of jobs for the disabled trainees (and also for those disabled who are practising professionals) is a very complex task. This is due to their location in the country and their different disabilities (ie, anyone in a wheelchair needs a computer installed on the ground floor, or a building with lifts. Someone

with difficulty in writing, would need a special terminal).

The Specialist Group for the Disabled thanks Computer Weekly for setting them in the road to success on two accounts. In 1976 and 1977, Computer Weekly donated the proceeds of its Anniversary Balls to the group for the funding of, firstly, a National Employers Survey, to find those employers who would be willing to employ severely disabled computer professionals and ascertain the facilities available; and then towards the development and launching of the "Mate" terminal being developed by a small research team at the Essex University computing centre.

The Specialist Group for the Disabled is trying to offer all severely disabled the opportunity to undertake a worthwhile career. Getting this offer to the disabled is another matter. We would like to see all BCS branches appointing someone within their branch to be responsible for the disabled in their area, and go out and find them. Many branches are doing this already and helping them towards their goal.

At present there are two branches of the Specialist Group for the Disabled in London and Manchester.

It is hoped that a third will be launched in Wales soon. Others are seen on the horizon.

The survey results are now on file and ready for use. It can, of course, be updated if any employer not on file believes

that he could employ disabled persons.

The survey did show that many employers could not visualise how certain disabilities could cope with computing (ie, blind, spastic, speaking and writing difficulties). The group is aiming to educate people in these matters, because when they know how the difficulties are overcome, they may change their minds and more job opportunities could become available to the severely disabled.

For BCS 79, the disabled group will, on the afternoon of January 5, present "Computers for the Disabled" — the Disabled for Computing. The chair will be taken by the group's treasurer, Derek Nicholson. The programme will include a talk by Dr Williams of the Post Office, entitled "Wonders for the disabled. The talk will show how the development of viewdata could benefit the disabled, by providing information direct to their homes and offering the ability to order and send messages at a touch of a key.

Dr Chris Evans from the National Physical Laboratory will be talking and demonstrating Mavis, a computer terminal for the disabled. This terminal is really worth seeing. Mr Jenkins, a consultant with Luncheon Informatics Systems will give the reason why "Higher education computing for the disabled can be a benefit to them."

D. Croxall, from the City Service College, will present a talk on Computerised Braille, describing the contribution computers are making in the production of Braille reading material, and speculating on future developments.

On the Saturday, January 6, the group will be taking part in the Open Day Exhibition.

Visitors will discover that the disabled have a lot to offer in computing, given the chance.

## Spare parts ordering system should put Leyland in the lead

An advanced spare parts ordering system is to start live operation of Leyland Vehicles within the next five weeks. The system is designed to ensure that any broken down Leyland bus or truck is restored to roadworthiness within 24 hours, and should give Leyland an edge over all its UK rivals in this competitive market.

The system was first demonstrated to distributors at last month's Motor Show in Birmingham, where it attracted favourable attention. It will operate via IBM 2741 terminals situated at the premises of 40 distributors throughout the UK and Continental Europe, and connected to an IBM 370/148 at Preston, Lancashire.

When a bus or truck breaks down, the distributor concerned will be able to transmit an order immediately to the main computer centre. This is done interactively, to allow the distributor to make alternative decisions if, for example, a certain part is out of stock.

When the order is complete, a confirmation is transmitted back down the line. Within an hour, the relevant parts will be picked from the warehouse and prepared for immediate dispatch to the customer.

This new system is only part of an ambitious DP programme undertaken by the spare parts division. Although the division is one of four making up Leyland Vehicles, it has its own DP ability for its own DP.

The division has only had its own in-house computer system since January. Until then it relied on bureau services. The 370/148 is used for stock and order processing, and has more than 80 terminals online with the distributors for stock and order inquiries.

Leyland received considerable help with the software from Cincom. The conversion from the bureau to the in-house system and has supplied the system's total database management package.

In future, the number of distributor terminals will be increased, to 80 by the end of this year, and about 100 by the end of 1979. The system will be able to handle more than 100,000 stock orders a year, and will improve the distributor's stock position by ensuring that the right parts are in the right place at the right time.

# HP calculator helps plan hospital patients' feeds

By Dr Michael Goggin, consultant in renal medicine at the Kent and Canterbury Hospital

It happens quite often in hospital that a patient is not able to take fluids, salts, and nutrients by mouth. This is of circumstances can arise when a patient has recently had an abdominal operation, in which a portion of the bowel had to be removed and the remaining ends of the bowel needed to be joined up. After any serious surgical operation, the nutritional needs of the body are increased both with regard to protein and calories. Even in a non-surgical patient, sometimes it is not possible to feed by mouth, and feeding via a vein has to be carried out.

The amount of nutrients varies according to the condition of the patient, and although the principles are quite straightforward, there are reasons why any aid that can be provided are welcomed by the doctor.

To solve this problem, a programmable calculator, a Hewlett Packard (HP) 97 has been used. Previously (CW, July 10, 1975) we have described the use of an HP 65 in easing the work

load of a dietitian. Here the database was very large, and this proved to be a disadvantage of that system.

In intravenous nutrition, although the "food" preparations available are too many to be kept easily in the head or the pocket of the doctor, the number used is likely to be less than 30.

In the broadest of terms, five items are important to the doctor: Calories, protein (as grams of nitrogen), sodium, potassium and fluid. The prescriber is faced with two stages of decision-making: determining the requirements of the patient, the type and amount of fluid he uses to meet these totals.

In the HP 97 IV PAK, there are two programs, one for requirements and one for intake, and the available solutions are stored as data on magnetic strips similar to those used to input the program. (Solutions used are already made up in certain volumes, ie sizes of container.) Requirements. To arrive at these, the program is provided with the record number of the patient, followed by his highest temperature and weight from the previous day. From a table of clinical circumstances varying from the uncomplicated patient to one with very serious burns, a clinical type is chosen and a code number input.

The sodium and potassium losses of the patient may be calculated beforehand and fed in, or calculated by the program from formulae using blood values.

The program measures the fluid requirements of the patient, and allows the doctor to make for excess losses due to high fever, if present. Following that calculation the requirements of calories, grams of nitrogen, sodium, potassium and volume of fluid are printed out. Intake. When requirements have been determined, the intake program is used. The passage of this through the card reader preserves the requirements data. Data on available solutions is fed in, and solutions and their volumes are chosen by the operator. Then the program subtracts the amounts of the nutrients in the chosen solution from the requirements totals.

At this stage, the operator can reject or accept his choice. If he rejects, then the requirements registers return to their previous values, but if he accepts, the solution code, volume, minimal administration rate and cost are printed.

The ratios of fat calories to total calories and the total calories to grams of nitrogen are calculated and printed.

This process is repeated until the requirements are almost met. An opportunity to reverse one's original decision to accept

## NEWS IN BRIEF

### UK looks to Japan

BRITAIN'S failure to exploit research profitably in industry means that we must now start to import technology under licence from Japan, according to a report from the House of Commons Committee on Science and Technology. The Committee recommends to expedite this an increase in the scientific staff of the embassy at Tokyo, subsidies for British technology to study in Japan, and the establishment of courses in Japanese.

### Compensation

THE fall in the US dollar against the yen has meant that Univac's minority-owned Japanese joint venture, Old Univac Kaisha has now agreed to compensate Univac for the adverse effect by reducing the transfer prices of hardware supplied by OUK for sale in other countries.

### First PPS

THE first Honeywell Page Printing System to be installed in the UK is now running at EMI's computer centre at Hayes, Middlesex, where it is being integrated with Honeywell Level 66 mainframes. The PPS, valued at £180,000, will be used to print customer invoices and statements, management reports and instruction manuals. It runs at up to 18,000 lpm.

### Banking package

A BANKING software package with modules for dealing with foreign exchange, commercial loans, Eurobonds and variable term accounting has been introduced by CMG (City of London) Ltd. The complete package also includes general ledger and management reporting modules and costs £75,000. Modules can also be supplied individually for the Eurobond module. The Italian International Bank is the first user.



The Hewlett-Packard 97 programmable calculator, which accepts programs and data on magnetic strips.

## 1,000th customer for OS/3

THE 1,000th customer for a Univac OS/3 based system is London Brick of Bedford, which has installed a 90/30 to handle sales, distribution, and production control applications. The system features a 198K control processor with 58 Mbytes of disc storage, and two UTS terminals with four VDU's each. Previously, London Brick used an NCR Century 200 system, but with the 90/30 it now plans to introduce a stock control system for its manufacturing subsidiary, and an integrated accounting system and purchase ordering system for itself. Worldwide OS/3 sales now total about 2,300 and these are valued at over \$500 million.

## New technology

● From front page

nel Labour Organisation to disseminate information on national experience in this field, and to start working out internationally acceptable guidelines, involving governments, unions and employers, for the introduction of computer-related systems.

Delegates from over 22 unions in 13 countries attended the conference and a UK delegate, David Cockcroft of APEX, noted that the UK lagged behind other trade unions in Europe in tackling the impact of computerisation. In Norway, for example, there is agreement for collective consultation on the introduction of new technology, such as that recently called for by the Employment Minister Albert

Booth (CW, October 12) and in Austria and Sweden there are large scale training programs on the impact of the technology for trade unionists.

The conference also called for consultation between trade unions and systems manufacturers on potential health problems associated with VDU's, as well as recommending that VDU users should be offered regular eye checks and rest periods by employers.

### \$4.5m contract

AVIS has awarded Harris Corp a \$4.5 million contract to develop computer terminals designed to meet the specific needs of car rental outlets.



Dr Michael Goggin

"Computer Weekly", "Data Processing" and "Systems International" present

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Benson Electronics	Fabritrak Computer Components	Perkin-Elmer Data Systems
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Registration at the door costs £2, but this advance registration ticket will be sent to you before the application form is sent to you on or before November 22.

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# RELATIONAL DATABASES

## Implementing a system of fourth normal form files

IN this part and Part 6 the pros and cons of implementing a system of fourth normal form files will be discussed. Remember that until now we have been concerned almost entirely with producing a logically sound file structure. This structure has two possible deficiencies in practice: First, it takes no account of the applications which will use it; and, second, access and update performance may be unacceptable. This is determined partly by the file handling or database management system to be used.

Database management systems can be divided into three main types: hierarchical, such as IMS; Codasyl set-structure as IDMS or SIBAS; and relational, such as ADABAS and INQUIRE.

Neither of the relational systems mentioned is a full relational database management system, but both are biased towards posing complex queries against a logically related collection of simple files. Many experimental relational database management systems are extant. One of the best known in the UK is IBM's PRTV which was developed at its scientific centre at Peterlee. IBM Peterlee has also produced IPS which provides local government planners with powerful data manipulation capabilities similar in concept to those of PRTV. The relational approach is being pursued with great zeal in the US with at least five semi-relational commercial systems (Model 204, RAMIS, Dintcon DB, ADABAS and INQUIRE), and the odd full-blown relational database management system (MAGNUM).

Perhaps the most significant relational database implementation is IBM's System R. This system is still experimental but is a cornerstone of IBM's large system architecture for the 1980s. We shall return to this theme later.

**Fourth Normal Form Implementation.** When FNF files have been constructed, they must be physically maintained by a conventional file handling system or by one of the three types of database management system.

Conventional files or relational DBMS. Holding all files in fourth normal form in a conventional file system or in a database which is maintained by a relational DBMS is an ideal which for efficiency reasons is not always attained.

A file with records containing repeating groups is not in fourth normal form. It may, however, be more efficient to access one file with a repeating group rather than the two or more corresponding FNF files.

Several opposing factors determine whether it is more efficient to use two simple (unstructured) files or a single file with a repeating group.

● If the file management system or DBMS supports data compression, calculating the position of the *n*th occurrence of a

repeating group takes a disproportionately large amount of time if "*n*" is large.

● Random retrieval of records from two files may take at least twice as much elapsed time as for one file if the records are not already in the buffer pool from a previous retrieval of each block and if multiple read requests cannot be overlapped significantly. The degree to which read requests can be overlapped depends partly upon the hardware configuration. Maximum overlap is achievable when each file is on a separate disk pack feeding a separate channel through a separate controller.

● Issuing a retrieval command against a key in a repeating group (if the system supports this) will return the qualifying records but not usually the qualifying group occurrence numbers. It may subsequently be necessary to read each group occurrence in a qualifying record to find those which satisfied the search criterion.

File characteristics and use. Any guideline is bound to be violated by unusual applications. With this in mind, the file or database designer should try to answer the following questions:

Will FNF files substantially ease any addition, update or deletion problems (see Part 4)?

Will a query language be used for ad hoc queries by non-programmers? If so, the files to be interrogated should not have records with repeating groups unless fields from a group and fields from outside a group need to be retrieved together. Non-programmers should find output from simple linear files easier to understand because of its tabular nature.

Will there be many occurrences in a repeating group? If so, assess the CPU time overhead, especially if the group has a large number of fields. Note that the number of occurrences may be limited by the disk track size (IBM's indexed sequential access method, for example, supports variable length records but not spanned records).

Will files usually be accessed alone, or in combination? If they will usually be accessed alone, consider the disk space overhead in holding any cross-indexes. If they will usually be accessed in combination, consider the I/O and CPU time overhead in using the cross-index mechanism, particularly for update runs.

Procedure for combining files. The designer should now have some knowledge of the advantages and disadvantages of combining files. Some compromise is necessary in practice because different processes may use the files in different ways and in different combinations. A process may be a suite, a program, or part of a program. Programs comprise the same process if they use the same files in broadly similar ways (eg read, update).



### Part 5 of the series by Max Stewart

In this the fifth part of Max Stewart's series on the development and use of relational databases, he discusses the pros and cons of implementing a system of fourth normal form files. Stewart is divisional technical support manager for Leyland Vehicles.

A weighting should be assigned to each process. This weighting takes into account the response time needed by the program for access to the database or file system, the amount of processing done in one run, and the frequency of runs. An online transaction processing program will usually have top weighting.

The files used by each process should then be listed against the weighting of that process. Files are then combined if it is advantageous to do so. Conflicting combinations are resolved using the process weightings.

If a particular file is not used by any application, it should be deleted. Such a deletion may occur when there is more than one relationship between two data items but only one of these relationships is used by the processes.

Files can be combined in several ways. The recommended way is to make records from one file repeating group members in another file. See the following example.

Process	Weight	File used
TP program	9	1,2,3
Frequent batch program	5	3,4,5
Small year end program	1	1,4

Notes: File 2 can be made into repeating groups in File 1. File 4 can be made into repeating groups in File 1. Files 1 and 3 are updated by the TP program, and File 1 by the year-end program. The year-end program does random queries on Files 1 and 4 together and also updates File 4. The frequent batch program does random queries on Files 3, 4 and 5. File 5 could be made into repeating groups in File 4 except for the fact that the number of group occurrences may exceed an implementation limit.

Result: File 2 is made into repeating groups in File 1 to speed up access for the TP program. File 4 is not combined with File 1 to help the year-end program because longer records would have to be retrieved for the TP program and the records may be more than one block. Files 1 and 4 are not cross-indexed to speed down when updating File 1 by the frequent alterations to cross-index tables. Lack of cross-indexing degrades the response on Files 1 and 4 together for the low-weighting year-end program.

Part 6 will examine mechanisms to relate files in both conventional file systems and in relational database management systems.

## OPPORTUNITIES IN WALES & THE WEST COUNTRY

### It's such a pleasant way of life in the West

By Alan Rowntree and Pam Webb

PEOPLE tend to think of the West Country and the South of Wales in terms of a couple of weeks of summer holiday and then back to the Smoke for the rest of the year.

In fact it is an area where people live and work the year round in lovely towns, and in this article you will find some of the reasons that attract them to this way of life.

Firstly there is a tremendous variety of computer jobs throughout the West country, with a high level of demand for staff to fill them.

Opportunities for outright trainees are limited, with the exception of graduates in numerate disciplines such as computer science, mathematics, physics etc.

The great demand is, of course, for analysts and programmers having one to seven years' experience. For them the aim is to be able to move available opportunities throughout the region in order to pinpoint the most relevant ones according to their preferences.

This is because there is a great deal of difference between the various localities as regards types of countryside, employment,

education, housing, salaries and so forth.

The most senior positions are, by definition, less numerous and more likely to be filled by staff already residing in the West Country. So local knowledge is essential if one is to become aware of them as they arise.

Salaries for new positions are slightly below, though in some cases comparable with, those of London and the South East. But where they are lower they are amply compensated for by the much lower housing costs, and the less tangible but very real quality of life in the West.

Programming opportunities cover industrial and commercial applications systems software and an increasing amount of real time and minicomputer developments. The prevalent computer languages are Cobol, PL/I, RPGII and Basic on the commercial side, and on the technical side Fortran, Coral 66 and Assembly languages.

IBM and ICL mainframes share much of the market between them. Univac has made inroads into the mainframe scene, while DEC has been active in securing minicomputer orders.

It is difficult to generalise about such a wide and constantly changing picture, and many opportunities exist for work on Honeywell, Burroughs, NCR and several minicomputer manufacturers besides.

With the volume of demand for experienced staff, programmers are able to extend their experience to new and different machine ranges, as well as consolidate their existing machine expertise.

There is also a strong demand for specialist expertise in particular areas such as communications database, TP, packages etc.

Overall, the job scene for a programmer thinking of moving West is very favourable indeed.

A similar wealth of opportunity exists for experienced business analysts, designers, analyst-programmers and for programmers seeking to move into systems. The requirement is for good general experience of analysis, and/or design in one or more of the usual commercial type applications, with a particular call for insurance and building society experience.

The computer manufacturers in the area are pre-

dicting an annual growth of 25% in terms of capital investment in computing equipment. While one or two new firms will appear among computer users, the majority of this expansion will be additional investment by current users of hardware.

As in the rest of the country, however, the enhancements will be mainly in the mini market, either as stand-alone equipment or as a facility connected to a host mainframe. In both cases this is likely to cause the hitherto popular approach of having a group resource of computer personnel to be superseded by a more decentralised structure.

It is likely that the result will be a critical shortage of analysts and designers with business expertise, since each application to be mounted on a mini will require a business knowledge which is very local. Since the West benefits from the existence of a number of "big city" subsidiaries, this need will offer greater than average opportunities.

An often expressed criticism is that the analyst must have seen at least one system through to implement-



One of the Bath architectural masterpieces, The Circus.

ation. The work to be done includes analysis and design of new applications, feasibility studies upon potential applications, and reimplementation of existing systems using advanced equipment and techniques. So there is plenty of opportunity for analysts and designers of all kinds.

One of the best solutions for the staff seeking DP manager is to plan for, and use, contract personnel to solve peak problems.

Staff who enjoy the independence of contract work can benefit from a move to the West in the same way as can permanent employees. To operate in a software house gives him/her all the advantages of working independently, plus the added advantage of continuity of work, employment benefits and, above all, career progression.

The jobs become available across a wide geo-

graphical area. This provides a variety of attractive places to live in, but does not make it easy for the individual job hunter to identify relevant positions. This is where a reputable recruitment agency is essential to provide him/her with a comprehensive monitoring service.

As for housing, there are indeed cottages up country lanes among the many picturesque villages. At the other extreme, new housing developments exist in most places, providing all modern comforts at relatively low prices. Between the two are other possibilities such as large Georgian and Victorian properties whether sold as complete houses or as spacious flats. Each of the towns has plenty of estate agents, and it is worth a weekend visit to see what is available in a particular area. It is also important to note that most employers offer realistic relocation ex-

penses to attract employees from outside the area.

Education in the area is generally of a high standard, due in some measure to the fact that teachers themselves want to live and work in this attractive part of the country. This applies both to State and private sectors of education. Further education is well provided for by the well known universities in Bath, Bristol, Exeter, Swansea and Wales.

The West Country and South Wales offers a pleasant way of life with the unpleasantness of commuting to and from work cut to a minimum.

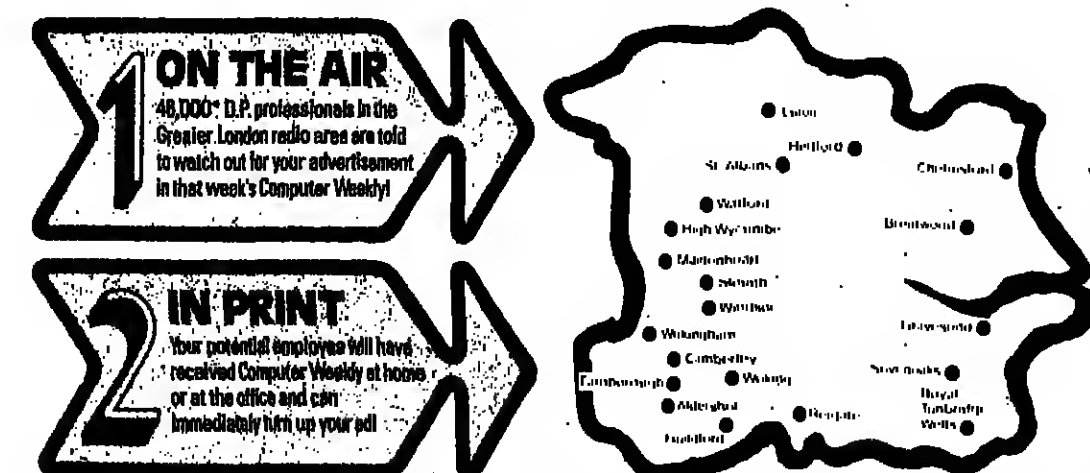
The opportunities are there for a wide variety of career paths—so "Come on over, the water's lovely!"

Alan Rowntree is head of the Management Services division of Walker Weston Associates Ltd, of Unih, and Pam Webb is the company's senior consultant on the recruitment side.

## Isn't it time you KO'd that computer recruitment problem?

Next week you can be on the air and in print with

### COMPUTER WEEKLY'S NEW ONE-TWO



#### How the scheme works

You have a unique opportunity to be in your Computer Weekly recruitment ad, with a spot on popular Capital Radio—at very low cost. The radio ad will give tempting outlines of your company and the job you are offering—and will then refer the listener to the appropriate page of Computer Weekly.

#### When it happens

It will be broadcast during the morning breakfast and drive-to-work period on the Friday of the week in which your advertisement appears. Your prospects, who are probably late evening listeners, will already have heard it late on the Thursday night. Each advertisement costs approximately 8 seconds of a full minute-long Computer Weekly commercial. So you share in the cumulative impact of many seconds of computer-oriented broadcasting time, at a fraction of the cost of a full "job spot" commercial.

#### Free production

When's more, Computer Weekly will produce your commercial spot free of charge, with highly professional studio and production facilities.

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The rate is £120 for a commercial spot of approx. 8 seconds on Capital Radio on both the Thursday and the Friday of the week your advertisement appears. The copy deadline is 12.00 Tuesday for a broadcast on the following Thursday and Friday. Extraction of the key points from your advertisement will be done by our expert staff—unless you yourself have indicated the points for inclusion. Unfortunately the salary offer cannot be announced over the air, due to the danger of an escalation to QP staff salaries. Demo tapes are available for seriously interested advertisers.

RING CHRIS PRIOR ON 01-261 8028/8658/8000

But hurry! Bookings are strictly required until Dec. 1978. Computer Weekly The Industry Journal for the data processing professional.

Computer Weekly circulation in Greater London area Sept. 1978

## ata Computer Recruitment

A division of ATA Selection and Management Services, recruitment consultants to industry and commerce since 1962

### SOUTH WALES

#### PROGRAMMERS

TO £5,800 + SUB. MORTGAGE PLUS FULL RELOCATION

Part of a major national banking group requires COBOL programmers to be based at their headquarters in South Glamorgan.

The company have a large 1900 installation and present projects include finance, banking and insurance.

It is anticipated that the successful candidate will have at least 12 months' programming experience and some knowledge of GII and FILE TAB. Full relocation allowance and a subsidised mortgage (after qualifying period) make these positions very attractive.

#### COMPUTER ENGINEERS

TO £4,800 + O/TIME + CO. CAR OR ALLOWANCE

Our client, one of the fastest growing mini-computer manufacturers in the country, are seeking three Computer Engineers. Two of these positions are mobile, one covering the Cardiff to Bridgend area and the other Bristol to Cheltenham. The third position is for a Resident Engineer in Swansea.

Applicants should have a good background in electronics, although not necessarily in computers, and must enjoy a position that involves a large degree of customer contact.

For further details of these positions and many others in the South West ring (0272) 211036, or write to ATA COMPUTER RECRUITMENT, 38/38 Baldwin Street, Bristol 1.

LONDON (01) 637 0781  
230 St. Paul's St. W1N 5HQ

MANCHESTER (061) 832 5856  
88 Cross St. M2 4LA

BIRMINGHAM (021) 643 1894  
Woodworth Building, 102 New St.  
B2 4HQ

BRISTOL (0272) 211035  
Equity and Law Building  
38/38 Baldwin St. B01 1NR

EDINBURGH (031) 226 8361  
Anglia House, 24/26 Frederick St.  
EH2 2JH

CHAWLEY (0293) 514071  
36 The Broadway

### AVON/GLOS

#### ANALYSTS AND PROGRAMMERS

TO £5,800

The Computer Services Division of a major national engineering group located in Gloucestershire are seeking Programmers and Analysts to assist in the development of an on-line system based on a large 1900 installation.

A minimum of 12 months' experience is required and good applicants can expect rapid career development within this expanding environment.

A comprehensive relocation package is supplied and normal large company benefits apply.

#### I.B.M. COBOL/P.L. 1/C.I.C.S. PROGS.

TO £5,800

Two opportunities for experienced IBM Programmers exist in Avon. (1) A large diverse organisation in the food and drink industry require IBM COBOL/PL 1 Programmers with at least 18 months' experience.

A good relocation package is offered plus generous staff discounts.

(2) Our clients are upgrading their 370/125 to a 370/135 and introducing CICS. They are therefore looking for an IBM programmer who has in depth experience of CICS/VS, SPMOL, OMS, OL 1.

Overtime is payable and telephone rental payments are among the several fringe benefits offered which also include mortgage assistance.

### SOM/DEVON

#### ANALYSTS AND PROGRAMMERS

£4,800-£7,800

Our clients are taking delivery of an IBM 3032 to enhance their present IBM 370/158 installation. They therefore have an urgent need for additional programmers and analysts with all levels of experience in COBOL, JCL, ASSEMBLER and OL 1. The company's offices are situated in a rural part of the West Country, 25 miles from the coast and close to several areas of outstanding natural beauty. Salaries for these exceptional opportunities range from £4,800 to £7,800 including a productivity bonus. A generous relocation package is offered.

#### PROGRAMMER/ANALYSTS

BESIDE THE SEA

TO £5,000

Our client, a bureau/software house/O.E.M. House in South Devon, are seeking good Programmer/Analysts from any machine or language background.

Applicants should have a minimum of 2 years' programming experience and mini-experience would be an added advantage. One of the major bonuses of these positions is the opportunity to live in a part of the country that most people only see at holiday time—a bonus that is impossible to put a value on.

#### G III OPERATOR

TO £4,550 inc. shift

Our client's major force in Retailing are looking for an operator for their 1903T installation. Applicants should have at least 2 years' experience of 1900 operators (on-line and batch) and a knowledge of GIII. The computer centre is located in the heart of Somerset and fringe benefits include a discount of up to 30% on food, clothing, furniture and electrical goods.







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24 hour answer phone



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WESCODE EQUIPMENT LIMITED

Applicants should give details of experience, qualifications, age, together with the names of two referees and should be sent to the City Treasurer, Guild Hall, Cambridge CB2 3QJ by November 30th 1978.

We'd like to know about your progress to date — and where you see your career going. You must have in-depth experience of software from either an advanced applications or systems programming background. You should have the personality to get

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7 24-7 34 London E.C. 4, Lombard, Nicholsons 3 W 3 1112, tel: 01-572 7455





# JUNIOR OPERATORS

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MAKE THE GRADE.

SIX MONTHS Operating experience on any mainframe is the qualification necessary for these positions. We are particularly interested in those who feel cramped by the inadequacy of their current hardware and, despite only being involved in the industry for a short space of time, are looking to move into an installation of advanced technology and outstanding career prospects.

Our client offers a fully operational ICL 2980 under the control of VME/B operating system and making extensive use of database and teleprocessing facilities. It is a highly sophisticated operation, one of the most advanced you are likely to find.

With a continuing effort to substantially improve the systems, our client can confidently predict a high degree of job interest and a continued career path.

Starting salaries will be in the range £3000-£3500 plus SHIFT ALLOWANCE. The operation is based on a Social TWO-SHIFT system and additional benefits include NON-CONTRIBUTORY PENSION SCHEME, 4 WEEKS' HOLIDAY and SEASON TICKET ADVANCE. The Location is CENTRAL LONDON within easy access of Public Transport. For further information and immediate appointment for interview contact REF: MT/380 at:



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TEL: 01-437 2062/3/4 (24-HOUR ANSAPHONE)



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Nr. Brentwood, Essex**

**LINSCOTT**  
Computer Systems Limited

As an expanding computer consultancy and recruitment bureau, we currently have openings for 2 professional men or women.

One position calls for the placing of permanent staff, whilst the other for the procurement of contracts. The successful applicants will each be responsible for a defined area, servicing existing clients, both on a personal basis and by telephone. The ability to negotiate and win new business is called for. Duties will also include interviewing candidates, promoting advertising scheme to clients and maintaining records of Staff.

It is essential that candidates have previous computer knowledge gained either in Operations or Systems Programming. Preference will be given to those with a sales background, but this is not essential.

We offer an excellent salary and commission plus other fringe benefits, which includes expenses.

For more information or to arrange an interview write to or telephone: Stephen Trigg,  
Linscott Computer Systems Ltd., P.O. Box 74, Brentwood, Essex CM15 0B2.  
Telephone: Brentwood (0277) 212021.

**BRENTWOOD (0277) 212021**

# Computer Operators Senior Operators

Come in at the beginning of a massive new expansion programme.  
We'll give you the Grand Tour

We're holding a series of informal discussions at our modern complex in Wyvern Way, Rockingham Road, Uxbridge on Monday 27th November and Tuesday 28th November between 6 pm and 8 pm. You can come along and ask us about the vacancies we have to offer. We'll give you the Grand Tour and take you round our computer room where we have a very advanced installation consisting of 2 ICL 1930T's, 1 IBM 3031 and 1 ITEL AS5 (roughly equivalent to an IBM 370/158). We are keen to meet people who have something to contribute to our progress as well as their own.

Our basic requirement is for Computer Operators who have a minimum of 12 months' experience on ICL or IBM equipment and Senior Operators who have at least 12 months' Senior Operator experience or at least 3 years' total DP experience. We are also interested in meeting Data Control Staff. In addition to the basic requirement we are looking for people who can apply innovative thinking to their duties and who can be genuinely involved in the total structure of the company.

This is the finest time to join us as we are at the start of a big and important expansion programme - we'll tell you more about this when we see you on Monday or Tuesday. We'll also give you full details of our constant training programme - almost unique in this business - which means that you never lag behind and are always up-to-date with the very latest techniques and methods.

### Informal Interviews

Remember you will not be putting yourself under any obligation whatsoever. Come along between 6 pm and 8 pm on Monday 27th November or Tuesday 28th November - it is simply a chance to get to know more about GRIP.

If you really can't make it but would like to know more, write to or telephone Miss P. Donoghue, Personnel and Training Officer, GRANDMET INFORMATION PROCESSING LIMITED, Wyvern Way, Rockingham Road, Uxbridge, Middlesex. Tel: Uxbridge 58111.

**GRIP**  
the computer power behind Grand Met.

## TEST ENGINEERS

Computer Systems

We have a number of vacancies for test engineers with experience of digital electronics on computers and a knowledge of software.

Applicants, who could at present be working in a systems house or with a computer manufacturer, will become involved with fault finding, general testing and on-site commissioning of sub-assemblies and systems for message switching and other communications applications.

An attractive salary and prospects are offered to the right applicants, who will be based at our pleasant premises at Uxbridge.

Please write or telephone:

Dennis West, Managing Director  
Computer Electronics Limited  
Unit 6, Longbridge Way  
Cawley Mill Road  
Uxbridge Middlesex  
Telephone: Uxbridge (0896) 30678

Computer Electronics Limited

## PROGRAMMERS + ANALYST/ PROGRAMMERS £5000 - £6500

COBOL - RPG - PL/1 - ASSEMBLER

London - W1, SW1, NW10, SW19; Alton, Aylesbury, Brighton, Brentford, Crawley, Croydon, Camberley, Dunstable, Enfield, Farnham, Guildford, Greenford, Hayes, High Wycombe, Kingston, Maidenhead, Milton Keynes, New Malden, Ruislip, Richmond, Reading, Slough, Sutton, Staines, Southall, Uxbridge, Watlington, Watlington-on-Thames.

Vacancies exist for people with varying degrees of experience in the above areas. If you are seeking a position nearer your home, please telephone for an application form.

**AMES PERSONNEL**

Employment Agency, Suite 11, Glynis Chambers, 119 Oxford Street, London W1R 3AL Tel: 01-434 1166

## SENIOR PROGRAMMERS PROGRAMMERS

to £5000

Newcastle upon Tyne

Our Newcastle based client, a well known International Company, wishes to recruit additional programming staff.

- \* Minimum 12 months COBOL any machine
- \* Salary to £5,000 depending on experience and qualifications
- \* Good staff benefits
- \* Relocation expenses
- \* Good career prospects

Contact Ivor Norton quoting reference c/78097 to arrange a discussion at a convenient location.



**Ivor Norton Management Services Ltd**  
Recruitment Consulting Division  
52 Shaftesbury Avenue, London W1V 7DE P.O. Box 63, Copthall Tower House,  
01 734 8862 (24 answering service) Haringey, N16 1TS. Tel: 68628

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to assume responsibility for installation, maintenance and repair of our existing Key-to-disc, Distributed Process and Real-time computer systems, and our future products.

There are immediate vacancies in the Central London South Croydon and Sussex areas.

Applicants should ideally have two years experience with mainframe or mini computer systems.

The company offers an attractive salary plus a company car together with the usual benefits.

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**Computer Machinery Company Limited**  
38/40 Sydenham Road, Croydon, Surrey

01-886 8545



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### Contracts

#### MUNICH 12 Months +

A major German computer manufacturer requires a Senior Consultant with sound knowledge of IBM System 3 Software. The successful candidate will advise on the development, implementation and conversion of systems based on System 3 Hardware. Involvement with a major conversion exercise and experience of System 370 Software, would be an advantage. An understanding of German would also be useful.

#### AMSTERDAM 6-12 Months

Our Client is the second largest Software house in Holland. At the present time, they require systems software programmers with IBM OS/VS end/or MVS experience. Sound knowledge of ASSEMBLER is essential — other language experience could be useful.

#### S. EUROPE 12 Months +

A Consultant is required in Southern Europe for an initial period of 12 months, to provide support and guidance in the development, enhancement, and implementation of banking systems on Honeywell L64 hardware. Communications and Networking experience, together with a good working knowledge of GCOS would be ideal. Involvement will be mainly at the applications level.

#### SPAIN 12 Months +

A Technical Consultant is required for a project location in Spain. Applicants should have in-depth experience on Univac 1100 including a sound working knowledge of the DMS 1100. Networking experience and a background in banking would be particularly relevant for this position, as the Consultant will be expected to provide support in both technical and applications areas. The successful candidate will interface with a team of analysts and programmers in an English speaking environment.

#### TEXAS USA 6 Months +

Opportunities exist at programmer and consultancy levels for candidates with Honeywell 6000/level 68 experience. Programmers should have at least 4 years' COBOL experience including some time spent on Honeywell equipment. Consultants should have at least 8 years' experience including a thorough knowledge of database techniques. For all appointments, experience of IOS, TOS, TSS or GMAP could be very useful. Salary and working conditions are excellent.

Remuneration packages for all contracts will be attractive. Basic salaries will be tax free or will include tax concessions. For further information or informal discussion, please contact Roger Allington. Ref: FL3/CW/RA.

To apply for any of the above positions or for further information, please telephone the Consultant concerned during working hours on 01-242 9356 or write to the above address.

If it would be more convenient to telephone in the evening, or at weekends, the telephone numbers are:  
Roger Allington — Berkhamsted (044 27) 2299 — Marian Tabone — 01-555 5558.

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#### Madagascar

Our client is a successful European organisation operating vertically integrated textile mills in various parts of the World. Candidates for this challenging opportunity must have experience of working with multi-programme languages such as RPG and COBOL and be conscious of the importance of establishing and maintaining clear and precise programme files covering all of the mill's computer requirements. These include financial accounts, wages, sales, production control and stock and order control for manufacturing unit employing approximately 3,600 people. The mainframe used is Honeywell series 62 level 40 with a control unit of 48K. The successful applicant will be fluent in both spoken and written French and the attractive terms include free housing and many other fringe benefits, in addition to generous remuneration.

Please telephone 021-822 3838 for an application form at any time, or send full personal and career details to John L. Overton, P.C.A., OVERTON MANAGEMENT SELECTION LIMITED, Monaco House, Bristol Street, Birmingham, B2 7AS quoting reference 2/1108.C.W. Applications are welcomed from men and women.

OVERTON MANAGEMENT SELECTION

As a result of internal re-organisation, and promotion within the Computer Department of the Research and Development Department, the following additional or consequential vacancies have arisen:

### Principal Project Leader

Salary up to £6,987 p.a. Ref. B 269

Responsible for all aspects of computer systems development from feasibility study to completion and review stages including the overall control of all systems and programming staff allocated to a project. Successful applicants will be expected to have undergone formal training and ideally possess a University Degree and/or BCS D11 qualifications together with considerable experience in computer systems and programme development thus possessing the ability to lead a multi-discipline team.

### Senior Systems Analyst

Salary up to £5,853 p.a. Ref. B 261

To work as part of a project team or independently except for general guidance by the Project Leader on computer systems development and maintenance. Applicant will be expected to have undergone formal training and ideally possess the BCS D11 qualifications and have held at least three years' computing experience.

### Programming Team Leader

Salary up to £5,853 p.a. Ref. B 268

Experienced programmer, minimum two years' experience with COBOL required to supervise small programming team and to support Project Leader in the systems development and maintenance of computer systems. Knowledge of PL/I would be an advantage.

### Senior Programmer/Analyst

Salary up to £5,358 p.a. Ref. B 264

Programmer with knowledge of COBOL and 2-3 years' experience required to assist in controlling small programming teams and deputising for Programming Team Leader in his absence.

### Systems Analyst

(2 POSTS)

Salary up to £5,358 p.a. Ref. B 276/7

Responsible to assist in the design of computer systems and undertake some projects on own initiative under the general direction of Project Leader or Senior Systems Analyst.

### Computer Operator

Salary up to £3,994 p.a. inclusive of a Shift Allowance (Bar at £3,556) Ref. B 309

Responsible to monitor and control the computer for running the Company's computer under the direction of senior staff. Training would be provided to applicants without relevant experience.

THE INSTALLATION consists of an ICL 1903T 98K Computer (being upgraded to a 121K) directly with LDS 60L and M2 tapes running under TOS/3.1 Operating System which supports an on-line VDI and MIP screen during print job together with the batch processing and a remote job entry key to their data preparation service.

THE WORK involves the development of both on-line and batch systems and the whole concept of future development plans and future hardware requirements is currently under review with the possibility of introducing database management techniques.

STARTING SALARIES will be commensurate with age, experience and qualifications up to the maximums quoted. In regard to the Computer Operator post progression beyond £3,556 p.a. is dependent on duties performed and efficiency of the staff.

#### ADDITIONAL BENEFITS INCLUDE:

- Flexible working hours
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- Assistance with relocation expenses
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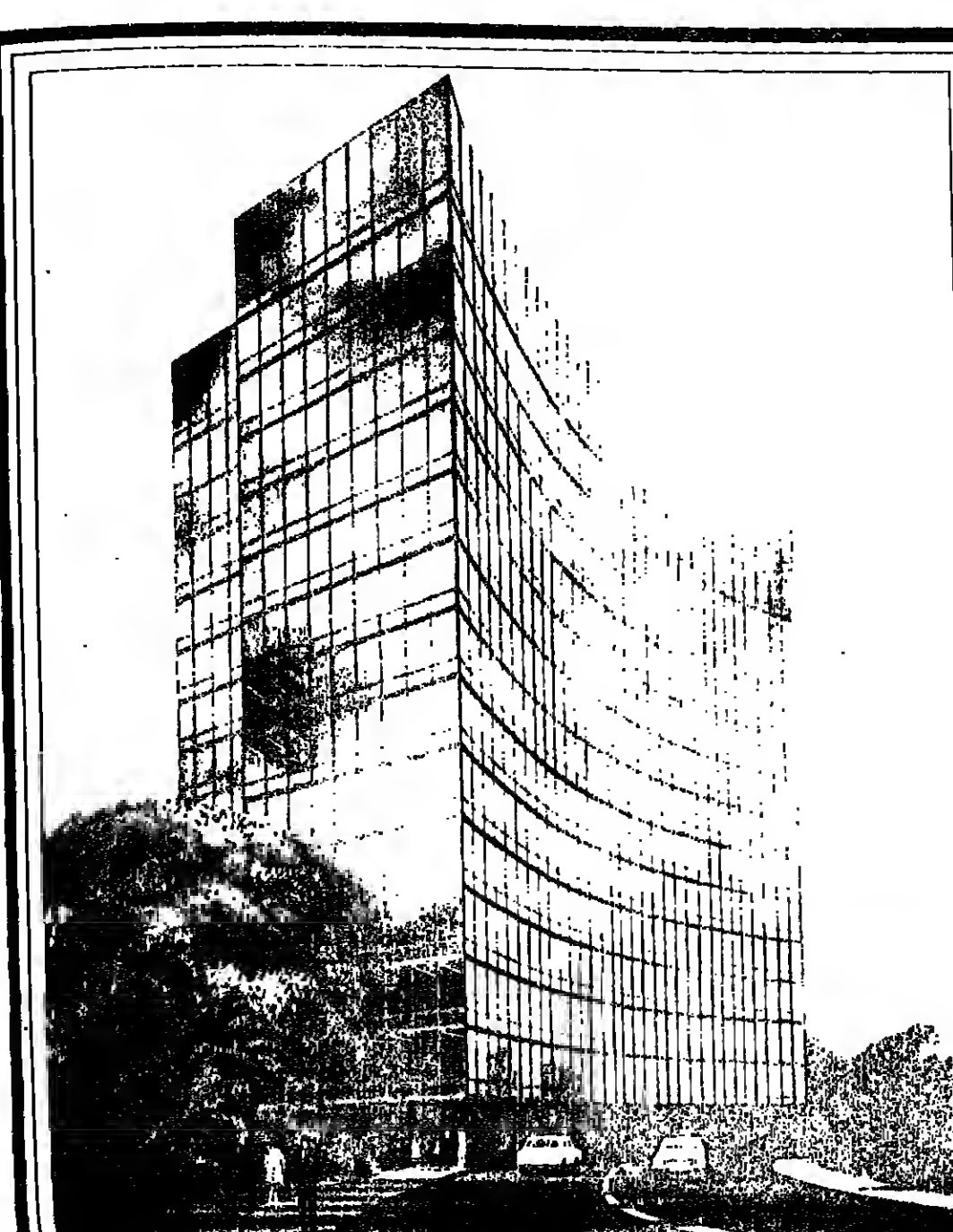
LOCATION — BROMLEY is an outer London Borough primarily residential, situated on the fringe of the green belt and Kent countryside.

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Application forms from Assistant Chief Executive (Manpower) Town Hall, Bromley BR1 1SB. Tel. 01-464 3333, ext. 341. Further information regarding duties, etc., available from Assistant Treasurer (Computer) Tel. 01-464 3333, Ext. 334.

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An International Mini Manufacturer, offering both Real Time and Batch facilities, are developing a range of hardware and software equipment to satisfy the needs of their expanding client base both in the UK and overseas.

Features of their hardware and software have resulted in an expansion rate of 40% per annum, creating opportunities for:

#### PROGRAMMERS TO £6,500

with:

- \*Minimum 12 months commercial or scientific programming experience with either low or high level language capabilities.

- \*Enthusiasm, ambition and the ability to develop and contribute to a small dynamic team.

#### PROGRAMMERS TO £9,000

with:

- \*Minimum 2½ years commercial programming experience with either high or low level language capabilities.

- \*Management potential and the ability to liaise with senior management, more importantly the desire for responsibility.

These positions offer total project involvement, very good promotional prospects and excellent salaries based entirely on merit. Please telephone Valerie Hall: 01-935 0671

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## Zurich Insurance UK Head Office located at PORTSMOUTH, HAMPSHIRE

International Insurance Group requires imaginative and enthusiastic DP personnel (male or female) for computer operations and for existing and planned project teams engaged in the development and maintenance of a wide range of insurance systems involving both on-line and batch applications.

We presently operate a one megabyte IBM 370 148 under VM 370 and DCIS VS using CICS, CMS and DL 1.

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£5000 - £6000

3 years analysis experience in a commercial environment, preferably with a background in programming and some experience of DB/DC applications.

### PROGRAMMING STAFF

up to £5000

Cobol experience essential; some on-line experience would be an advantage.

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£23750 + 20% Shift Allowance

IBM 360/370 operating experience; preferably already leading a shift. 3-shift, 5-day week basis.

For all positions full training will be provided to meet both immediate job requirements and to aid future career development.

Excellent fringe benefits include:-

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- \* FLEXIBLE WORKING HOURS (with the exception of Shift Leaders)
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Write giving career details to:  
V. F. Nash, Staff Manager,  
Zurich Insurance Company,  
Zurich House,  
Shutlege Road, Portsmouth PO1 1DT.  
(Tel: 0705 22210 (Ext. 3066))





## R-R now set to cash in on TriStar

ROLLS-ROYCE and Lockheed, whose partnership was pushed into the background by last week's Boeing deal, could soon be monopolising the headlines again with their own multi-million pound deal.

The opening of Farnborough Air Show yesterday gave both companies the opportunity to confirm their unique relationship centring on the TriStar jetliner.

With the announcement last

**Tony Attwater at Farnborough**

Trans World Airlines of America are evaluating the long-range TriStar, the only

## £1,300m 3-NATION ORDER FOR 165 MORE TORNADOES

By Air Cdre E. M. DONALDSON, Air Correspondent

**A**n order worth £1,300 million for 165 more Tornado multi-role strike aircraft is to be signed by the Governments of Britain, Germany, and Italy.

This will bring total orders from the three countries to more than 500 aircraft, now worth

## Big order for Olympus power

An £11 million contract for two quad Olympus diesel generating sets has been placed with our Company by the

## R-R to make

## A Boeing and Rolls-Royce Farnborough coup

FOR the last four or five Farnboroughs most airliner debate has been about replacing 3,000-odd short-haul twin jets. In an eye-of-show coup which surprised even themselves, Boeing and Rolls-Royce—with the support of Europe's biggest short-hauler, British Airways—gave the first answer: the Boeing 757 with RB.211-535s. Not Jet. ATMR, X-Eleven, A200, ASMR, Mer-

Whatever the balance of the card has been played, at least the British came clean. They did not, in order to go Airbus bed, falsely conceal were bespoken to Boeing.

We must now look to it accentuating the positive apart, the positives are: (Aerospace the company re-

## Cabinet gives approval for Boeing airliner fleet deal

Government permission for British Airways to buy about 21 American Boeing 757 airliners, powered by a new version of the Rolls-Royce RB211 engine is expected to be announced today.

## 'Vital boost' to future of Rolls-Royce

# It's all systems go at Rolls-Royce

The success of Rolls-Royce must make good reading for anyone with professional, technical or specialist skills. It is the outcome of technical innovation, design and manufacturing excellence, plus adherence to high standards in every sphere of operation, backed by aggressive sales and marketing.

For the computer specialist the impact of all this is perhaps more subtle. It clearly requires a much increased emphasis on computer based design, control and information systems in order to mount the highly complex design and manufacturing programmes needed to power the aircraft, ships and plant of tomorrow. But less obviously it also creates that all important buoyant climate where new thinking and projects can thrive in a well motivated atmosphere.

In short, it represents what must be one of the largest and most promising range of DP opportunities offered for some time. To Programmers and Analysts of various specialisations and levels of experience it is the chance to join a thriving company and work in a sophisticated environment backed by technical resources and personal development programmes respected world-wide.

Opportunities occur in most Aero Division locations which include Bristol, Coventry, Derby, Glasgow, Watford and at Industrial and Marine Division, Ansty, near Coventry. Installations and control software are as follows:-

**Bristol** IBM 370/168 & 158's, CDC CYBER 74, DEC 10; MVS, IMS  
**Coventry** IBM 370/138; SVS, CICS  
**Derby** IBM 3033, IBM 370/168's; MVS, TSO, IMS  
**Glasgow** IBM 370/145; SVS, ROSCOE  
**Watford** IBM 370/138; DOS/VS, CICS  
**Ansty** COUPLED ICL 1900's

Now consider where you could use your talents to the best advantage.

## Manufacturing & Business Systems

### Manufacturing

In this area you could be working on systems dealing with bill of materials, order capture, materials requirements planning, shop scheduling, process planning, inventory control, stock control, tool scheduling and their procurement and stock control, quality and non-conformance. Or you might be concerned with the advanced fields of computer aided production engineering and manufacture. Project teams are also expanding our purpose-built Material Requirements Planning systems into new areas. Others are developing our range of on-line facilities, currently covering functions as diverse as purchasing and shop control.

## Product Support

This area is concerned with providing customers with a service that matches the design excellence of the engine in accuracy and reliability. Its major effort is to give our customers an on-line interactive service to supply spares and within this system, to ensure that the service is backed by good forward planning and procurement.

Systems are also being developed for improving the monitoring of engine performance in service, and to provide customers with data for more efficient engine handling. Computer control is also being used in the production of maintenance and overhaul manuals and other technical literature.

## Finance and Personnel Administration

The accounting systems already mounted in both cost and financial accounting areas are being continually enhanced and integrated with other fundamental area systems. The field of Production Costing, for example, where advanced work-in-progress systems, and new procedures for paying our suppliers are being installed or developed. We are also looking at plans for accounting systems for aero engine development work, sales and marketing and factory operating statements.

Developing systems for manpower requirement planning, the control of all phases of recruitment and training and the administration of complex wages and salary structures are the key areas in Personnel Administration. The analysis environment is one of close co-operation with users in order to mount on-line interactive systems. A knowledge of data base systems is clearly useful together with an appreciation of the human factors and industrial relation problems involved.

## Engineering Systems

In engineering, the major thrust in the scientific use of computers is to generally enhance the design function (CAD) and to establish mechanised aids for the draughting stage through to manufacture (CAD/CAM). The control of build and test of development engines and analysis of test results is another area where systems are being further developed.

The major effort with engineering business systems is to record and control the configuration and specification of the gas turbine engine so that designers and development engineers can improve and speed up the design/development process. The behaviour of these engines once in service is monitored and analysed by systems in support of our design engineers in their task of ensuring that optimum performance levels are maintained.

Analysts and programmers will work on scientific applications must have a strong mathematical or scientific background and computing experience.

## Data Base Systems

Many of our applications now operate off data bases accessed by both local and remote networks. Our on-line application systems are being developed so that the daily transaction volume can be increased five-fold over the next two years—to the level of 100 transactions.

This specialist area requires a knowledge of all aspects of IMS/DBL data base design, maintenance, IMS systems management, and transaction processing.

## Applications Programming

The main focus of current development in Aero Division is directed at using major business systems, and for some time now TSO has been used extensively for Engineering scientific systems as a programming tool. Industrial and Marine Division use equivalent development strategy. PL/I, Cobol and Fortran are the main languages.

To complement our systems teams, application programmers are used in the development of programs business specific in nature and for support throughout over which they retain responsibility. They are devoted solely to the life of the system. From the initial requirements through to supporting Numerical Control systems throughout the Company.

## Systems Programming

To develop, implement and maintain manufacturers' and in-house software we have the most sophisticated teams in Europe engaged in the most complex environments. Our software and hardware are used to extreme loads generating a fascinating range of problems for solution by the specialist. Big and complex systems have been ordered. The workload is growing rapidly.

## Our Remuneration Policy

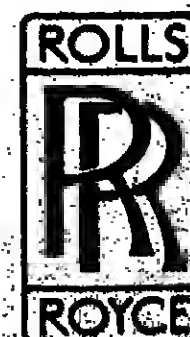
As a high technology company we reward our people well for their contribution. In addition to annual salary reviews, generous relocation packages are also available. Our remuneration package is also available in most Rolls-Royce locations.

## Check out your 1979 prospects NOW

Please tick your job interest(s), preferred area(s) and location(s) and indicate the main frames and systems you have worked under, then return, by FREEPOST—you don't need a stamp—to:

John Buckingham, Personnel Department, Rolls-Royce Limited, FREEPOST, 65 Buckingham Gate, London SW1E 6AT.

JOB INTEREST		AREA	
APPLICATIONS PROGRAMMING		MANUFACTURING	
SYSTEMS PROGRAMMING		PRODUCT SUPPORT	
SCIENTIFIC PROGRAMMING		ENGINEERING	
SYSTEMS ANALYSIS		FINANCE & PERSONNEL ADMIN	
DATA BASE SPECIALISTS			
LOCATION(S)	ANSTY <input type="checkbox"/>	COVENTRY <input type="checkbox"/>	GLASGOW <input type="checkbox"/>
PREFERRED	BRISTOL <input type="checkbox"/>	DERBY <input type="checkbox"/>	WATFORD <input type="checkbox"/>
COMPUTERS & SYSTEMS USED		PROGRAMMING LANGUAGES USED	
NAME (MR/MS)		ADDRESS	
AGE		EVENING	
TEL. NO. DAY			



ROLLS-ROYCE LIMITED

Application 134



# Morgan Guaranty

## Trust Company of New York

★ **OPERATIONS ANALYST** To £6,000  
★ **SHIFT LEADER** c. £5,500  
★ **OPERATOR** c. £4,700

The computer operations department of this international bank is situated in London. Two large IBM mainframes are being operated under DOS/VS with POWER/VS and CICS/VS.

Candidates must be able to demonstrate a sound knowledge of at least two of these software functions. In each case current experience in the relevant position is essential.

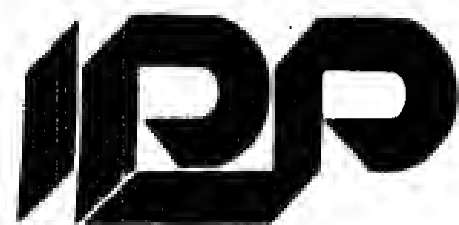
Work satisfaction is assured, with several new projects shortly to be implemented, together with extensive hardware upgrades. In addition excellent career opportunities and extensive training programmes exist for ambitious applicants who wish to extend their knowledge and expertise.

Excellent company benefits include:

- ★ Low interest mortgage facility
- ★ Non-contributory pension plan
- ★ Free medical and life insurance
- ★ Profit sharing
- ★ Subsidised meals
- ★ Subsidised travel

To hear more about these opportunities —

**PHONE NEIL ARMSTRONG ON 01-603 7335**



## Information Processing People

58 Pembroke Road, London W8. Telephone: 01-603 7335/6. Telex: 261298  
Computer Services & Recruitment Consultants.

# JBA

## Programmer Technicians

Surrey

Start to £8,900 + BUPA  
or £9,000

This company specialises in the provision of conversion services to installations changing or upgrading their hardware. They require COROL technicians, particularly those with UNIVAC or HONEYWELL level 66 experience, who enjoy programming and wish to keep in touch with the most modern ideas and equipment. Candidates already at a Senior level will be considered for Project Leader positions, with salaries c. £8-9,000.

Their Richmond HQ services both the UK and Europe, so after initial training you may well find yourself spending short periods on the Continent supported by generous tax-free allowances on top of your salary. If you relish the idea of travel and variety, and look forward to a technical career, you may fit in to this exciting environment.

First class training and promotion opportunities, relocation expenses and free life and health insurance.

Contact: Andy Wright

## Programmers

West End

Up to £7,400 + benefits

A leading overseas banking group require programmers at all levels with a minimum of one year's COBOL experience, ideally gained on IBM 370. The installation handles a number of financial applications including an on-line system for foreign exchange.

The bank offers traditional fringe benefits including a very low mortgage scheme after a settling-in period which, together with low interest loans, represents a valuable package. Very pleasant working environment and flexible approach to those who can use initiative and accept responsibility.

Contact: Mike Creamer

## Analyst/Programmer

Home Counties

up to £7,500

Our client, one of the largest software houses in Europe, wishes to recruit an Analyst/Programmer to work on the development of accounting/financial applications.

Applicants should have at least two years experience as a programmer using high level languages followed by a year involved in the design of applications or packages. Ability to liaise with clients/users would be a positive asset. Excellent salaries in a professional environment. Generous fringe benefits including a bonus.

Contact: Jim Baker

For further information on any of the above vacancies please contact the appropriate consultant.

If your qualifications do not match the above positions but you are seeking other opportunities please contact us anyway.

**JAMES BAKER ASSOCIATES, International Personnel Consultants**  
16 Maddox Street, London W1. Tel: 01-491 4478

## Software Lecturers

Herts

Up to £6,500

This computer manufacturer, a subsidiary of a large engineering conglomerate, requires the services of two additional software lecturers to train its customers in the use of its software products, especially operating systems of advanced design. Applicants should have at least two years experience in the industry and preferably some instructing background. Fringe benefits include a performance related payments scheme and the possibility of running courses overseas.

Contact: Mike Creamer

## Support Programmer

Herts

to £6,000 + car

This client has a vacancy for an experienced ASSEMBLER level programmer, preferably with at least eighteen months involvement with minis or micros, who wishes to move into sales/client support.

The company is a highly successful small firm, employing roughly 30 people and with a turnover of £1 million plus, specialising in customising micro-based intelligent terminal systems for applications ranging from Data Entry to Communications Networks.

Once the initial training period is complete, the successful candidates will progressively become more involved with clients and their requirements, designing and writing systems decided with them.

Superb opportunity to join a young and growing company - car provided.

Contact: Andy Wright

## Customer Support Staff

NWEngland

to £6,000 + car

Due to continuing success in the North West a leading company in the computer time-sharing business need to increase their customer support team. The team is responsible for a growing customer base; work content is varied and interesting. Therefore the right candidates will have the ability to quickly grasp new concepts and to express themselves lucidly. Previous experience to time-sharing is an advantage although not essential since all applicants will benefit from an intensive formal training. There are positive opportunities for growth in the company in technical and managerial areas.

Contact: Margaret Stevens

## BRUNEL UNIVERSITY LECTURERS IN COMPUTER SCIENCE

Applications are invited for the above posts (2) from candidates with a good honours degree and research or industrial experience in computing. Preference will be given to those with experience in one of the following areas: operating systems; data processing; systems analysis; databases.

The posts are to be filled as soon as possible.

Write an application form and attach particulars to the Assistant Secretary (Establishment), Brunel University, Uxbridge, Middlesex UB8 3PH, or telephone Uxbridge 37185 extension 49. Closing date: 15 December, 1978.

## IBM 370

O.S. PROGRAMMERS & ANALYSTS  
HOME COUNTIES £5.5-£7.5K p.a.

If you are working on the latest IBM 370 system and you are interested in a career progression or a change of environment then we have a vacancy for you. We are looking for a person who is enthusiastic about the computer and who is prepared to take on a challenge. The successful candidate will be responsible for the day-to-day operation of the system and will be required to provide training and support to the users. The position offers a competitive salary and excellent benefits.

Senior Appointments: £6-8K p.a.  
Other Appointments: £5-6K p.a.

These vacancies must be filled as soon as possible. If you are interested, please send your CV to the Personnel Department, IBM UK, 100 Oxford Road, London W1N 9PL.



Telephone: 01-491 4636 (10 Lines)  
200 Oxford Rd, London W1N 9PL.

## INTERACTIVE COMPUTING Rutherford Laboratory

The Engineering Board of the Science Research Council is setting up a national Interactive Computing Facility. Based on a network with major nodes at Chilton, Edinburgh and Manchester, the computing equipment includes a twin-processor IBM 360/195, two DEC 10's, a Prime 400, a GEC 4070, a 111 R80 colour microfilm recorder and numerous other computers and peripheral devices. Several more multi-user minis will be purchased this year and added to the network.

## Systems Programmers

You will be joining a small team engaged on designing, writing and updating systems software for multi-user mini-computer systems. The main areas of work include communications software associated with the network, software for a range of graphics devices and enhancements to the operating systems, utilities and compilers.

Depending on qualifications and experience, grading and salaries will be as follows:

Scientific Officer	£3,037 - £4,724
Higher Scientific Officer	£4,385 - £5,829
Research Associate (fixed 3 year term)	£5,500 - £8,000

We are prepared to offer accommodation and the posts are based at the Rutherford Laboratory, Didcot, which is situated within pleasant rural surroundings on the Berkshire Downs.

We provide daily travel facilities to most of the neighbouring towns and villages, and Rutherford has its own restaurant and recreation facilities, while at the adjoining AERE Harwell Site, you can enjoy the full benefits of the shops, banks, sports and social clubs.

Please write for further details and application form, quoting reference number VN755 to Ruth Jeans of the Personnel Group. Closing date for applications: 8th December 1978.

**RUTHERFORD  
Science Research Council**  
Rutherford Laboratory, Chilton, Didcot,  
Oxfordshire OX11 0QX. Tel: Abingdon 21900

## Hertfordshire c. £7,000

IBM 370, CICS/VS, DOS/VS, VSAM

## Programmer

with 3 years COBOL experience in a DOS environment. Some ASSEMBLER would be additional advantage.

## Systems Programmer

with 2 years ASSEMBLER/COBOL, ideally with DOS/VS and VSAM.

These are the type of people our client would like to meet and talk to about the two senior positions he wishes to fill.

He is the Data Processing Manager of a large company whose products are almost household names in most Western countries, and he controls a DP division committed to new and extensive systems development over the next few years utilizing 370 hardware in a real time environment. He can offer you real opportunities for extending your knowledge and experience to fit the changing demands of the 1980's. He can offer an excellent starting salary, pension scheme, free life assurance, subsidised lunches and other meals in the company restaurant, valuable discounts on the purchase of the company's products, relocation expenses where appropriate, and freedom from commuting, AND a progressive career.

**TO APPLY**  
Please send immediately a ONE PAGE handwritten or typed list of: name, address, age, home and office telephone numbers, relevant programming experience, hardware and software exposure, present position, employer, salary, previous employment, to ANTHONY SPURR, Management Recruitment Division, quoting reference number G670. Please indicate on the reverse side of your application those companies to whom you would not wish your application to be sent directly. All applications will be answered promptly. Applications are invited from people of either sex.

or Why not telephone now?  
Watford 32561, quoting G670

BIS Applied Systems Limited  
York House, 199 Westminster Bridge Road  
London SE17UT  
Telephone: 01-633 0866



## Sales Executives Income £14K + YOUR NEW DAY DAWNS!

Unrivalled opportunities exist within a US based Mini Computer Manufacturer with an eye on the future. Their advanced technology makes them market leaders in their field - where they go, others follow. They have a substantial customer base in the Commercial, Industrial, Scientific and Technical sectors of the market.

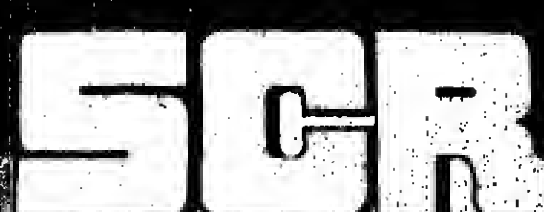
The Company have vacancies for Sales Executives to operate in established territories throughout the UK.

We are looking for successful MINI Computer Sales Executives with a proven track record to join a highly professional sales team, with excellent technical and engineering support.

The Company offers above average conditions of employment, excellent base salaries and commission package plus a company car and relocation expenses will be paid where necessary.

Initial interviews will be held in London, Birmingham and Manchester.

If you are interested in working in tomorrow's world, contact without delay:  
**Richard Champion on: 021-236-3781 (24 hour answering service)**

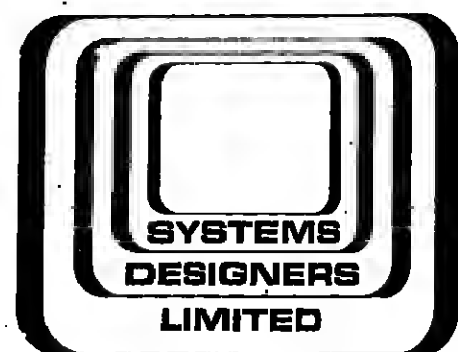


**SPECIALIST COMPUTER RECRUITMENT LTD.**  
Birmingham 021-236 3781 Freepost, Equity and Law House,  
35-37 Great Charles St., Queensway, Birmingham B3 2BR



App 1/54





## OPPORTUNITIES FOR SOFTWARE PROFESSIONALS IN MINI AND MICRO SYSTEMS UP TO £9,500 PER ANNUM

INFORMAL INTERVIEWS AT OUR HEAD OFFICE:  
Pembroke Broadway, Camberley

From 17.30-21.00 hours on Tuesday, 28th November, 1978

Systems Designers Limited is a professional organisation having total systems and software capability. To help meet the continuing high demands placed on these services, a considerable number of professional staff are required at programming and engineering levels.

We are therefore holding informal interviews in our new offices in Pembroke Broadway, Camberley on 28th November from 17.30 to 21.00 hours. We will be pleased to welcome anyone interested in learning more about our company and the rewarding careers offered.

If you can meet the challenge of intellectually stimulating and varied work with a leading well-established software and systems consultancy specialising in mini and micro computer real-time applications, then please drop in for a drink and chat with our managers and consultants. The office is adjacent to Camberley Railway Station.

If you cannot make it, telephone Bill Hockey, our Operations Director on Camberley (0276) 62244, or write to him at:

SYSTEMS DESIGNERS LIMITED  
SYSTEMS HOUSE  
1 PEMBROKE BROADWAY  
CAMBERLEY, SURREY GU15 3XH

Current growth areas of the company include:

**Communications** — Emulators, Message Switching, Telex Systems, Communications Management Systems, Computer Communications.

**Industrial** — Process Control and Monitoring, Plant Control Simulation, High Speed Data Analysis.

**Military** — Modelling, Avionics and Radar Systems, Complex Rgs, Simulators, Microprocessor Missile Systems.

**Software Products** — Compiler Technology, Software Design Techniques, MASCOT, Information Processing Systems.

**Consultancy** — Complex Military Systems, Software and Systems Development Technology.

All areas of involvement are supported by specialist consultants.

Systems Designers controls the career progression of its staff to give them a wide variety of experience, both of project applications and of computer systems.

Applicants should have a good academic background and at least one year's computing experience.

The requirements are for Programmers, Engineers and Consultants.

## SENIOR ANALYST PROGRAMMERS

c £7,000 p.a.  
+ BENEFITS

### CREATIVE OPENINGS IN THE HEART OF THE WEST END

One PDP 11/70 is already installed — another two will be added soon because of sustained growth. Enjoying the financial support of their parent public company, this thriving young subsidiary are now looking to augment their applications team with two experienced professionals.

You will be able to demonstrate your abilities to take a brief from marketing and transform this into a tangible product. In addition to your technical competence with BASIC, you will have the creative flair necessary to handle users from the advertising and publishing worlds.

In the future, this experience could lead to exciting turnkey projects, with your commercial software being installed on users' own PDP 11s.

Promotion on merit in a young and growing company will ensure that successful candidates will be able to enjoy a stimulating, rewarding environment for the foreseeable future.

Phone GEOFF MARSH on 01-499 4501 for more details.

RW 47/4

## SALESMEN

Do you want a career with a Company —

- that offers you the opportunity to sell mini-computer systems that meet the needs of today's commercial user and are in widespread use throughout the UK and the world?
- that involves you in the burgeoning market for systems providing dispersed intelligence?
- that supports you with a generous level of systems back-up?
- whose management will inspire your confidence?
- that provides you with an attractive performance related income package and a company car?

If you do want all these things, you are a successful salesman already, and preferably live to the North of London, you should contact me — TONY BAKER — on 01-499 4501 NOW.

Ref. RW 47/5

Excellent opportunities and  
interesting work available for

## Analysts and Programmers

### Real Time Analyst/Programmer

required to head a small group working on real time processing of radar data for military radar systems. Must have at least two years' experience in real time mini computer/micro-processor field, writing in assembly language together with a high level of language such as CORAL. Some knowledge of the electronics of interfacing would be an advantage. Age 24-35 years.

### Argus Programmers

required to develop real time programs, using CORAL/MASCOT, for real time signal processing. The successful applicant will possess 2/3 years' experience in this field and be in the range 22-40 years.

### Scientific/Engineering System Analyst/Programmers

required for real time and microprocessor systems analysing and processing Radar Video. Must have previous experience of microprocessor work and a mathematical background; using Coral/Fortran and/or T1990 or POP 11 Assembler.

### Scientific/Engineering Programmers

required for software design and coding for microprocessors, TEXAS T1990 series. Must have experience of using Coral/Fortran and/or T1990 or POP 11 Assembler.

Suitably qualified and experienced candidates are invited to write to or telephone:

G. A. Betts, Decca Radar Limited, Davis Road,  
Chesington, Surrey KT9 1TB. Telephone: 01-387 8281

### SOCIAL SCIENCE RESEARCH COUNCIL RESEARCH UNIT ON ETHNIC RELATIONS COMPUTER PROGRAMMER/ STATISTICIAN

Required by a multi-disciplinary research team working in the housing field, a computer programmer/statistician to work closely with a Research Associate at Manchester University. The appointment will be for one year. Salary within the range £3384-£5655, depending on qualifications and experience.

Applicants with curriculum vitae and the names and addresses of two referees should be sent to Mr. R. Sims, c/o Department of Sociology, University of Manchester, from whom further particulars can also be obtained. Closing date 8 December, 1978.

### CLASSIFIEDS

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## DP Training Sales Consultants

London and Manchester  
Remuneration up to  
£8,000 plus car

We are looking for DP professionals with training experience, sales talent and the ambition to progress in an expanding organisation.

The consultants' objectives will be to sell and support the Company's training services through direct contact with DP management and training officers.

The role will encompass selling and consulting. It also offers excellent prospects for wider responsibilities in a leading DP Management Consultancy.

Please phone for Personal History form, or write enclosing C.V. to Derek Potts, Manager, Training Division, quoting reference number G680. Applications are invited from both men and women.

BIS Applied Systems Limited  
York House, 199 Westminster Bridge Road  
London SE1 7UT  
Telephone 01-633 0866

BIS

## PL/I PROGRAMMERS

A new generation of Real-Time message switching technology is being employed to radically change public and private telecommunications systems throughout the world. Each customer's requirement of this new technology is different from the next and thus the products used need to be flexible.

To create this flexibility, high level software is being developed to translate customer requirements automatically into a packaged product. At whatever level you join this project, you can be confident of adding to your expertise in a rapidly expanding market sector.

to £7,500 p.a.  
+ RELOCATION (KENT)  
+ BIG COMPANY BENEFITS

### TEAM LEADERS

with around four years' experience, preferably with some exposure to large projects, proven supervisory ability and an appreciation of Systems Design.

### PROGRAMMERS

Competent individuals with upwards of one year's PL/I experience, capable of working on your own initiative on sophisticated systems with enough ability and ambition to warrant early promotion to senior posts in the near future.

Please call GEOFF MARSH on 01-499 4501 or Garston 79536 outside office hours.

Ref. RW 47/6

**hutchinson-scoggins recruitment**  
47/48 New Bond Street (entrance in Maddox Street) London W1X 0HE Telephone 01-499 4501

**DECCA** The Queen's Award for  
Export Achievement  
to Decca Ltd 1978





# INTERNATIONAL



<b>AMBITIOUS OPERATORS</b> (Promotion minded) WEST LONDON to £4820 (incl.) + BENEFITS A well-known Record Company has two operator vacancies due to internal promotion. One with 18 months + exp. and the other, 12 months + exp. This installation comprises two large IBM mainframes running under DOS/VS, POWER/VS + CICS, with ONLINE systems, supporting 70 local + remote terminals, and plans include use of more. The senior post will have IBM 370 experience using DOS or DOS/VS, and a real chance to promote to Shift Leader later. The operator will have 12 months experience under DOS, and will be working with a team. BENEFITS are numerous. They include EASY ACCESS from most areas, a comprehensive TRAINING Program, non-contractual BONUS, SUBSIDISED CANTEN, Sports and Social Club and CHEAP RECORDS.	<b>COMPUTER CONSULTANCY</b> TO £7000 + PROFIT SHARE A Major Computer Consultancy is looking for programmers who want to work in a Multi-Project Environment on Development work. Languages mainly are PL/1, COBOL, BASIC + RPG II. Working with young professionals can only benefit your technical skills and speed your progress. Benefits are numerous. They include EASY ACCESS from most areas, a comprehensive TRAINING Program, non-contractual BONUS, SUBSIDISED CANTEN, Sports and Social Club and CHEAP RECORDS.	<b>PROGRAMMER SOUTH COAST</b> TO £5.5K + BANKING PERKS! A well-known Factoring Firm running a large IBM mainframe, is seeking a programmer with up to three years' COBOL and/or ASSEMBLER experience, to join their ten-strong systems and programming team. The benefits are worth considering since they are consistent with Banking. They include CHARGE FREE Bank Accounts, LOANS at preferential rates (after a period), and, similarly, a beneficial HOUSE-PURCHASE SCHEME, as well as various INSURANCE SCHEMES at preferential rates.	<b>370-3033 ASSEMBLER PROGRAMMERS</b> To £5,500 + Mortgage Rural Surrey Our clients, already a disciplined and innovative user of IBM technology are taking delivery of an IBM 3033 in mid-1979. In anticipation of this and other developments, they now have a limited number of vacancies for competent Assembler programmers. This genuine career opportunity also offers a non-contributory pension scheme, immediate and generous subsidised mortgage, excellent lunching facilities, overtime, and a Sports and Social Club on site.	<b>MAINFRAME COBOL?</b> GO D.E.C. MINI AND TRAVEL! Our client is a prestigious manufacturing group based in S.W. They require an IBM 3033 + a powerful Cobol or Fortran programmer to provide group companies with the necessary expertise to help implement new installations and systems based on P.T. mini computers. Mature background is irrelevant but a minimum of 3 years' exp. is not. Benefits are unparalleled, offering a salary NOT LESS THAN £5,000 A COMPANY CAR, EXPENSE ACCOUNT ETC. ETC. and a real respect for your talent.	<b>TO £7350 NEW UNIVAC</b> V7.7 SYSTEMS SOFTWARE TECHNICIAN SURREY MIDDLESEX COBOL PROGRAMMERS SALARY TO £6000 + BENEFITS A number of active long-standing firms have recently become available to this large well-known client in full expansion. Opportunities occur in the Programming and Systems Section for experienced COBOL Programmers, preferably with approximately 7 years on the IBM 3033. For those more 'Senior' posts, duties will include leading a small team, training of junior personnel and solving any problems or queries, making them an excellent opportunity to enter a progressive company, at a competitive salary and full medical.
<b>PROGRAMMER ANALYST/PROGRAMMER</b> LONDON TO £6,000 (CITY) One of Britain's major Software Houses currently has vacancies for a Programmer and Analyst/Programmer to join a small progressive team working on DEC PDP 11's. Applicants should have a minimum of 2 1/2 years' programming experience with a good knowledge of BASIC + These are extremely exciting opportunities for anyone seeking variety and career progression. Attractive salaries plus fringe benefits are the rewards offered to the right people.	<b>CHIEF PROGRAMMER</b> ESSEX c. £7,300 A leading manufacturing company based in rural Essex is currently seeking a Chief Programmer to complement their expanding Data Processing Department. At present it comprises an IBM 370 running under DOS/VS, with a large Teleprocessing network. Applicants, who should have around eight years' Data Processing experience must have a sound knowledge of Cobol and Assembler, together with teleprocessing experience. Project leadership ability is essential. This is an extremely dynamic and responsible position which requires a mature person with a strong desire to progress rapidly within D.P.	<b>LEADING OPPORTUNITIES IN RETAIL</b> Our client, one of Britain's leading retail organisations, is currently embarking on major expansion which will last into the 1980's. With a substantial investment in new hardware, they are now seeking to recruit Programmers, Analysts/Programmers and Systems Analysts at all levels. On the programming side a good knowledge of either IBM or ICL COBOL is essential. Salaries are extremely attractive, as are the benefits offered by this forward moving company.	<b>NORFOLK PROGRAMMERS/SYSTEMS ANALYSTS</b> SALARY: V. NEGOTIABLE Our client is currently expanding its D.P. department and has a requirement for several Programmers and Analysts to join their Software team. The relevant qualifications include a sound knowledge of ASSEMBLER and/or PL/1, previous working experience on commercial and/or financial systems would be most advantageous although not essential, ambition and self-motivation together with a good standard of education, preferable to a Degree level. Suitable applicants will be well rewarded by working in pleasant rural surroundings. A very attractive organisation that offers VERY NEGOTIABLE SALARIES plus a FREE RESTAURANT, two yearly BONUSSES, company PENSION SCHEME and RELOCATION assistance where applicable. This is a chance not to be missed! Contact us NOW for more details.	<b>BERKSHIRE SOFTWARE PROGRAMMERS</b> SALARY: V. NEGOTIABLE Our Client is a large Engineering organisation who is currently recruiting staff for its Software Department. The necessary qualifications are a proficiency in one of the following languages: COBOL, FORTRAN and/or BASIC, to a minimum of 3 years, plus ambition and self-motivation. The location is convenient for public transport and is only a few miles from London, Oxford and Surrey. The salary is very negotiable and creates no obstacle for the right candidate. For more information on these marvellous opportunities contact us now!	

**D.P. RECRUITMENT LTD.**  
KENT HOUSE, 87 REGENT STREET, LONDON W1R 7HF.  
TEL: 01-437 2062/3/4 (24-HOUR ANSAPHONE)

**LATEST OPERATOR VACANCIES**

- OPERATORS/SENIOR OPERATORS**  
To £4,200 Inc. NR. MILTON KEYNES  
A major engineering firm offering an excellent relocation package) wishes to recruit several ICL GII or GIII operators. Other top perks include excellent training, 4 weeks holiday and non-CPs with prospects of programming eventually. CW47/1
- OPERATORS**  
c.£4,300 Inc. NR. ILFORD  
If you are interested in moving onto a new ICL 2900 series, this vacancy is for you. As present they have an ICL 1900, so they need GII experienced operators to work on their 2 shifts system. Nice perks and occasional overtime. CW47/2
- DEC OPERATORS**  
To £5,500 LONDON AND HOME COUNTIES  
We now have eight vacancies for PDP operators in the following locations: the City, Central London, Crawley and Reading, under various shift systems. All firms offer excellent perks. CW47/3
- OPERATORS/SENIOR OPERATORS**  
To £4,900 Inc. N. LONDON  
A major commercial organisation offering assisted mortgages, non-CPs etc. require first rate IBM DS operators preferably with JCL, having at least one year's experience. Excellent advanced instruction and first rate training given. CW 47/4
- OPERATORS**  
c.£5,800 Inc. VICTORIA  
If you have 18 months IBM OS experience, this commercial company will be interested in you. They have a 370/145 Plus TP 3790's. Interesting 12 hour shift system allows generous time off. Lots of nice perks too. CW47/6
- OPERATORS/SENIOR OPERATORS**  
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- applications software, particularly business packages
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We are seeking a self-reliant marketing oriented person with the flexibility to understand customers' problems and operate in a sales environment. The likely

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Production Control PL1, DOS/CICS, three months starting mid-December.

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Programmers for Digital Control Systems. Assembler/Basic. DEC PDP II, RSX II.

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Several requirements throughout Germany for good OS - COBOL - JCL.

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IMS/IDMS in depth knowledge for software engineering project. 18 months.

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Good OS/DOS/CICS knowledge required. Immediate start.

Call BRIAN DAWSON on 01-499 4501 for more details of these and other contracts.

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Career-minded individuals are being sought by the London Computer centre of a major international bank to help with the development and enhancement of new and existing systems.

These individuals will have a proven OS COBOL background, analytical ability and the supervisory skills necessary to head up a small team soon after joining.

These openings represent one of those rare opportunities to progress rapidly in a rewarding environment with career opportunities both in and out of data processing.

If you think you can command the package mentioned, call me  
GEOFF MARSH on 01-499 4501 NOW

Ref. RW 47/2

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- Experience with terminals
- Desire to improve on the above packages.

This represents a golden opportunity to join one of the leaders in the terminal marketplace. Phone Geoff Marsh to find out how.

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We can offer:

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- Good salaries
- A professional and friendly atmosphere
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If you can't come in person then PHONE us on 01-636 7833 and ask for Alon Taylor or Christine Warren. We will do our best to help.

TUESDAY  
**28**  
NOVEMBER

WEDNESDAY  
**29**  
NOVEMBER



DEC PDP 11 MACRO 11 CORAL HP 2100 PROCESS CONTROL INSTRUMENTATION  
DG NOVA INTEL 8080 FORTRAN CA ALPHA TRAFFIC SYSTEMS GUIDANCE SYSTEMS  
FERRANTI ARGUS ASSEMBLER RTL 2 GA SPC 16 RSX11 REAL-TIME AUTO HANDLING  
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### Holland

to £14,000

Opening for all levels of D.P. professionals within this highly regarded technical consultancy specialising in on-line, real-time, message switching and network applications using Minis and Microprocessors.

Assembler level programming experience on Mini/Micro computers is of primary importance and ideally candidates should have a degree in Computing Science or related areas.

Candidates must be genuinely enthusiastic about the prospect of settling in Holland for an extended period. All removal expenses, initial accommodation, etc., will be met in full by our clients. Interviews will be held in London as soon as possible and offers will be made to successful applicants within 2 weeks following interviews.

Ref. 47/1

### SALES EXECUTIVES

#### London

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Interviews will be held throughout December.

Ref. 47/2

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Ref. 47/3

### PROJECT LEADERS MANAGERS

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Ref. 47/4

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£16,000 +

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Ref. 47/5

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#### Brussels

to £12,000

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Ref. 47/6

### ANALYST/PROGRAMMERS

#### London

to £6,500

The systems engineering division of one of the UK's most successful computer service companies invites applications from Analysts/Programmers having at least three years' experience of assembler-level programming on either mainframes or minis. At least one year should have been spent working on Real-time applications, communications or compiler development. Ideally candidates should have knowledge of more than one manufacturers hardware.

Ref. 47/7

## INFORMATIX UNITED KINGDOM AND OVERSEAS INDEX

### Haven Informatix Limited

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The THEOREM group is a specialist IBM software house with offices in Birmingham, Yorkshire and Hertfordshire. We have achieved and are extremely proud of our reputation for designing successful computer systems. THEOREM is now embarking on a controlled expansion and require highly motivated professional staff to assist us in the future.



THEOREM COMPUTING SYSTEMS require experienced analyst/programmers with skills in designing and implementing computer systems for business applications. It is essential that applicants are familiar with RPG II and the small business computers in the IBM range. All successful members of staff enjoy a variety of applications and a wide range of staff benefits including car allowances, profit linked bonuses and above average salaries. Locations will be Birmingham and Huddersfield with a certain amount of travel.



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## Computer Department

### Post 1

Essential: RPG II, IBM 32 or System 3 experience and good French. Desirable: IBM Assembler or Series 1.

Successful applicant will subsequently be trained in Series 1 and PL/I and must be prepared to travel.

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Essential: PL/I  
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SALARY NEGOTIABLE TO £27,000 P.A.  
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To join an active hardware/software team in the continuing development of 8080 based microprocessor systems software, used in computer numerical controls for machine tools. An HND/degree in computer science or similar would be preferred, and at least 2 years' experience in assembler programming is essential. Knowledge of microprocessors and/or the numerical control industry is desirable.

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For more information, contact with the Recruitment Officer, Kingsgrove, 11 Kingsgrove, Stoke-on-Trent ST6 1JH, West Midlands. Please quote reference R/W/1111.

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The post involves technical programming, advice on user programs and statistical surveys. Applicants should have appropriate degree level qualifications.

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A Union Membership Agreement is in operation under which new employees are required to join a recognised union.

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For application form (returnable by 4th December, 1978) please send a self-addressed envelope marked "8/788" to the Secretary, Manchester Polytechnic, All Saints, Manchester M18 3SR.

## COMPUTER SYSTEMS DEVELOPMENT

Staff with mathematical or engineering background are required to join our development team working in the field of work scheduling, machine loading and language principally used in Fortran, but experience with other languages would be an advantage.

The work is interesting and varied and involves close liaison with industry in the application of advanced principles of production systems design and operation.

Good commanding salary and conditions of employment, relocation assistance upon appropriate.

Please send full details to Manager, Production Technology Systems Development, PCTA, Millers Lane, Milton Keynes MK14 6JL.

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380 Station Road  
London NW11 3BX



## INTERNATIONAL BANKING — COBOL PROGRAMMER

- City Location
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An outstanding and exciting opportunity for a Cobol Programmer in this shortly to be expanded system 3/15 installation which is part of a global DP Banking System. Applicants should have a minimum of 18 months' COBOL experience, financial applications knowledge an advantage.

The applications involved will be Batch and On-Line systems.

This position offers excellent fringe benefits and the opportunity to play an important role in the DP Department. The successful applicant will report directly to the D.P. Manager.

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The work is interesting and varied and involves close liaison with industry in the application of advanced principles of production systems design and operation.

Good commanding salary and conditions of employment, relocation assistance upon appropriate.

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Telephone: 01-463 636 (10 Lines)  
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(WITH PROGRESSION TO SENIOR LECTURER) REQUIRED IN COMPUTER STUDIES

Applications are invited for the above post from suitably qualified persons to teach Computing up to HND level and also to Professional Courses

Experience of Systems Analysis and Programming in a high level language is desirable. A knowledge of Operating Systems would be an advantage.

Further particulars and application forms from the Institute Registrar, North Wales Institute of Higher Education, Colwyn College, Colwyn Bay, Gwynedd, CH2 4AR. Tel: 0246 617631.

Closing date: 1st December, 1978

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Further particulars and application forms from the Institute Registrar, North Wales Institute of Higher Education, Colwyn College, Colwyn Bay, Gwynedd, CH2 4AR. Tel: 0246 617631.

Closing date: 1st December, 1978

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Salary Circa £6,000

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## SENIOR PROGRAMMERS

Salary Circa £5,000

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# SENIOR SYSTEMS ANALYSTS SYSTEMS ANALYSTS

Sheffield  
To £6500

Our client wants to meet young Systems Analysts who are keen to further their career by joining an ambitious dp department at an early stage of new systems developments.

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Central Trustee Savings Bank Limited  
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### COBOL PROGRAMMERS

City to £5000 plus Mortgage

A major financial organisation with an expanding ICL 2900 system is seeking several COBOL programmers. These positions will be ideal for people with 12 to 18 months' experience on any mainframe, and who want ANALYSIS prospects. The company offers high starting salaries, Season Ticket Loans, Flexitime and a Subsidised Mortgage. Reference PG47/1

### PL1 PROGRAMMERS

West End £5500 plus Mortgage

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IBM 370 DOS £4500

One year plus for central London company, relocating to West London in the New Year, working extended days only.

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### MINI PROGRAMMERS & ANALYSTS

C. London to £7000 plus Mortgage

An international banking organisation in the West End are seeking Basic/Basic+ Programmers & Analysts with a minimum of 3 years' experience. The company uses Dec Mini's and are currently developing On-Line Systems, so any experience in this field will be an advantage. Salaries are high, prospects are good, and a 2 1/2% Mortgage scheme is also available. Reference HK47/4

### FORTRAN PROGRAMMER

Middx. to £6000

An international company based in Middlesex are seeking Fortran Programmers with a knowledge of graphics and a minimum of 18 months' experience. The company has a range of hardware which includes a large Mainframe & several mini & micro machines. Salaries will be very good with all large company benefits. Reference HK47/5

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West End £5000 to £6000

One of the country's most respected Software Houses has a number of opportunities in their Real Time Systems Division based in Central London. Positions exist at all levels for Programmers & Analysts with a minimum of 12 months' experience upwards in ASSEMBLER or FORTRAN on any Real Time System. Salaries & Career prospects are exceptionally good with plenty of variety including travel overseas. Reference HK47/6

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£5,500-£8,500 West London  
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## SYSTEMS MANAGER

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The present incumbent, an ICL 1901T with G.I.C. and I.C.U. pays, supports a wide variety of general accounting and management information reporting systems. In addition, there are 7503 terminals in both Whitehaven and Carlisle and a 7.111 video in the main offices online invoicing system.

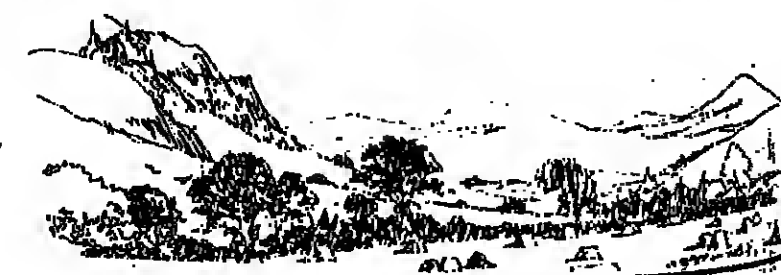
The company is now developing a computer strategy for the next 5 years. The strategy will involve the replacement of the existing hardware and the implementation of new systems and procedures.

To assist in this development we wish to recruit a Systems Manager who will head up an expanding systems department which provides a service to the major functions within the organisation. He/she will also be capable of deputising for the Management Services Manager for the supervision of the Computer Services department.

Applications are invited from candidates with a minimum of 5 years' systems analysis experience during which time they must have successfully controlled, developed and implemented at least two major projects. Candidates should also have had experience of developing accountancy related systems. Some experience in developing on-line systems and/or a programming background, preferably an ICL equipment, would be desirable.

Bonities include a starting salary of up to £18,000 per annum and his assurance scheme flexible working hours and assistance with relocation expenses where applicable.

Write giving full details of career to date, to: Derek Robinson, Operations Personnel Manager, West Cumberland Farmers Limited, Catherine Street, Whitehaven, Cumbria CA28 7DU.



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To develop and maintain batch and interactive software for both new and existing applications. At least two years' practical programming experience is required with a good knowledge of FORTRAN and some assembly, preferably on a

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To be responsible for computer operating, data administration, documentation control, and the implementation of installation standards. An overlapping 12-hour system is in operation - 12.00 p.m. and 12.00 to 2.00 a.m. At least one year's operating experience is required, preferably on mini-computer systems. An ability in construction and data administration procedures is desirable.

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### PROJECT MANAGERS

£7-£8.5k

Must show evidence of:

- Substantial involvement in D.P. over a period of between 4-7 years.
- Genuine management ability leading mixed project teams comprising Analysts and Programmers.
- Successful implementation of at least one major system.
- Mature and pragmatic thinking ability coupled with a positive empathy towards identifying and resolving user requirements.
- High technical awareness ideally backed up by a programming and systems background.
- Being competent at assessing accurately budget and time constraints and working successfully within these parameters.

### SYSTEMS ANALYSTS

£5.5-£7k

Should have:

- At least 12 months' experience as an Analyst.
- Successfully seen one system from design stage through to actual implementation.
- A Programming background, although this is not absolutely essential.
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Location - Thames Valley.

Please send full details, mentioning reference UR, to:

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This vacancy is open to male and female applicants. No details will be passed to our client without prior permission.

## Systems Analyst

Our Client, a progressive company serving the automotive industry and situated in South Birmingham, has a career opportunity for a suitably experienced person (male or female) to join them as a Systems Analyst.

Applicants should have a university degree in Mathematics and at least five years' commercial experience, preferably in production control. A knowledge of computer systems is essential.

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Application forms and further particulars may be obtained from the Staff Officer (Ref. 318/102) University of Aston in Birmingham, Oak Green, Birmingham B4 7ET. (021-359 3811 ext 201) and applications should be returned by 15th December 1978.

### Thames Polytechnic

### Computer Centre

### Programmers

Thames Polytechnic requires experienced staff to join a User Services Group. This Group will be responsible for the academic department of the Polytechnic in relation to the computer centre and will be involved in the design and development of computer systems. The Group will also be responsible for the maintenance and repair of computer equipment. The Group will be based at the Polytechnic, 100 Rye Lane, London SE16 6PU. The Group will be part of the Polytechnic's Computer Centre. The Group will be responsible for the academic department of the Polytechnic in relation to the computer centre and will be involved in the design and development of computer systems. The Group will also be responsible for the maintenance and repair of computer equipment. The Group will be based at the Polytechnic, 100 Rye Lane, London SE16 6PU. The Group will be part of the Polytechnic's Computer Centre.

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100







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The applicant should have previous maintenance experience and the ability to liaise with components level until their own initiative. Shift work and overtime are envisaged.

These jobs are primarily based in the Reading area, but vacancies in the North may arise in the near future.

Product training will be given to successful applicants, a portion of which will be in the U.S.A.

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**CRAY RESEARCH UK LTD.**  
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We need highly motivated Customer Service Engineers with significant experience in the state of the art products, preferably advanced microprocessor based equipment. Since you will be working largely on your own initiative, it is important that you REALLY CARE about the standard of service you give to our demanding users. An excellent remuneration package includes a new estate car.

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All appointments are based at our European Headquarters at Whelwyn Garden City and there may occasionally be opportunities for short duration visits overseas. Interested?

Write to, or call, Giorgio Isaacs DELTA DATA SYSTEMS LIMITED



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The Institute has a vacancy for an Applications Programmer in its Computer Unit in Edinburgh. Duties will involve programming and data handling in connection with a data base of geological and geophysical data installed on an in-house DP-11/45 computer. Experience of computers and knowledge of Fortran is required and familiarity with FDP-11s or some knowledge of geology would be an advantage.

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Applicants should normally be under age 30 and have a degree or equivalent in an appropriate subject. Appointment will be at Scientific Officer or Higher Scientific Officer level depending on qualifications and experience.

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Higher Scientific Officer £4101 - £5448  
Starting salaries may be above the minimum. Non-contributory pension scheme. The staff of the Council are not Civil Servants but their pay and conditions of service are similar to those of scientists in the Civil Service.  
For an application form, to be returned by 11th December 1978, write to: Recruitment Section, Institute of Geological Sciences, Exhibition Road, London SW7 2BE.  
Please quote reference SO/CUZ78/1.

**NATURAL ENVIRONMENT RESEARCH COUNCIL**

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Directors I. W. Norton, J. M. Norton

19th October 1978

Owen Kelly Esq.,  
Computer Weekly  
Statham House  
Talbot Road  
Manchester

Dear Owen,

As recruitment consultants are known to complain when response to advertisements is poor, I thought it only right to drop you a line to say how successful our recent advertising has been using Computer Weekly.

As you are aware, at the present time, suitable candidates for vacancies are in short supply, but despite this we have, in recent weeks, received good response to our advertisements and as a result we have placed a significant number of candidates with our clients. I look forward to continuing the successful relationship with yourself and Computer Weekly.

Kind regards,

Yours sincerely,

*Ivor Norton*  
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Managing Director

IVN/kms

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**COMPUTER WEEKLY**

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Office 11/10

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As one of the most advanced Honeywell large users in the UK we're into database and TP in a big way, using Honeywell's latest end beat software — IOS-2 and DMIV/TP — all under GCOS 4J.

Our first applications are well under way. We need even more staff now to take responsibility for a variety of systems ranging through Business, Financial, Technical, Scientific and Software applications.

If you want to join a really professional Computer Department contact us — but only if you feel sure you can prove you're good!

If you're an ANALYST with at least 3 years' systems experience you may fit the bill. The opportunity exists to grow with an expanding department and to gain experience of T/P and Database techniques — it'll be up to you to make your mark! Don't worry if your experience is not with Honeywell — we'll train you.

The installation comprises a dual Honeywell 66/10 with 384K words of memory, 2,600 megabytes of exchangeable disc storage, tapes, printers and a major network of terminals based on Incostrim's 2D/3D controllers.

We're located in Huntingdon, an area of leisure pursuits. With Cambridge only half an hour away and within 1 hour of London by train, the overall quality of life is high.

The Authority offers excellent conditions of service and generous removal expenses if relocation is necessary.

If you're interested or want to know more about this opportunity, why not call Jenny Spencer at Huntingdon (0460) 56181 ext. 370 for information and an application form.

The closing date for applications is December 15th, 1978, and should be sent to:

**ANGLIAN WATER AUTHORITY**  
Brook House, Ouse Walk, Huntingdon, Cambs.



# Communicate with Racal

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## Sales Executive

To sell the Voice Response Division's new equipment.

Proven sales ability is essential and ideally candidates will have a background in the IT industry, commercial consultancy, bureau or hardware/software sales, and the ability to present and negotiate effectively.

## Sales Engineer

To sell the Company's comprehensive range of data communications equipment within a designated territory which includes SW London, Surrey and West Sussex.

Proven sales ability in the communications field is essential and a high level of technical ability for equipment and exceeding targets.

Both positions carry attractive basic salaries, a Company car, parking space, pension, health insurance and a rewarding commission scheme based on sales targets.

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Ring for an application form, or write with details of age, qualifications and experience to:  
D J. Kichenside, Personnel Officer, Racal-Milgo Limited,  
Prospect House, Thorn Street, Reading, Berkshire. Telephone Reading (01753) 41591, 414.

**RACAL**

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## Senior Analyst / Programmer

C. £5,000 + £5,500

Exceptional career prospects, working conditions and fringe benefits are offered by this appointment with Brown Brothers Ltd., suppliers to the motor trade through a nationwide distributor network.

Part of a group with international affiliations, the Company is prosperous, and expanding steadily in a buoyant market. Top management is young, lively and go-ahead.

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You will need at least 3 years' experience as an Analyst in a commercial environment and, preferably, COBOL experience.

**BROWN BROTHERS**

For further information please write to:  
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Europe's largest automotive wholesalers.

## NEW ZEALAND

Applications are invited for the following positions with AHI Computer Services in Auckland, New Zealand:

### SYSTEMS ANALYSTS (x 2)

£5.5K-£7.5K

### CHIEF PROGRAMMER (PL/1)

£8K-£7K

### SENIOR PROGRAMMER (PL/1)

£5K-£6.5K

### PROGRAMMERS (x 2)

£4.5K-£5.5K

THE COMPANY: AHI Computer Services is a member of the Alex Harvey Industries Group of companies. We currently operate an IBM 370/145 using DOS/VS and CICS/VS plus an HP3000 to support our nationwide time-sharing network.

CONDITIONS: Appointees will be required to emigrate to New Zealand. All emigration expenses will be paid by AHI Computer Services. Interviews will be conducted in London by a representative of AHI Computer Services during Late January/early February.

APPLICATIONS: Written applications containing personal details plus a full resume of experience should be forwarded to:

The Manager  
AHI Computer Services  
PO Box 12051  
Auckland  
NEW ZEALAND

## ADVERTISEMENT

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The opportunity exists to join a fast-growing, hard-working group of young professionals specialising in providing data processing services to the insurance industry.

The people we hope will join us should have:

- experience in RPG11 or COBOL, preferably with some knowledge of small business machines and/or insurance applications.
- a willingness to travel and undertake individual responsibility, together with a good team spirit and an adaptable personality.

In return the company offers a professional yet informal working environment with flexible hours of work, pension scheme, bonus scheme and generous removal expenses.

Please call or write to:  
Nick Bird, R. A. Williams  
(Systems Consultants) Ltd.  
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## SYSTEMS ANALYST UP TO £7½K

As required by Barclays Unicorn Group Ltd., a leading Unit Trust and Life Assurance Company, at their East London Head Office.  
The position requires a person of team leader calibre with the ability to motivate and support the experience of the 11 life assurance staff of the Group's operations. We use an ICL 1904A operating under Garga II while the installation of a large mainframe computer is planned for mid 1979. A computer in an ICL 2900 system is being considered for installation within two years.

The successful applicant will need at least 2 years' systems experience and will probably have a sound commercial background. Knowledge of ICL 1900 and ICL 2900 systems will be a distinct advantage. The successful applicant will be a team player and will be working in a dynamic environment where practical ideas can be put to good use.

The salary range is £5-£7½K plus profit sharing bonus. As a Barclays Unicorn employee, you will have a comprehensive benefits package including Life Insurance, Pension, and a 5-week holiday and low interest mortgages and loans.

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Experience in computing is desirable. The appointment is for three years.

Qualifications: For appointment to Scientific Officer, a degree, HNC or equivalent and for appointment to Higher Scientific Officer, a degree and two years' relevant experience.

Salary and Conditions: Scientific Officer, £2838-£4418 per annum. Higher Scientific Officer, £4101-£5448 per annum.

Standing salaries may be above the minimum according to age and experience. Staff at the BAS are not Civil Servants but their pay and conditions of service are similar to those of the Civil Service.

For application forms please write (quoting reference 848/9/2) to:  
The Establishment Officer, British Antarctic Survey,  
Madingley Road, Cambridge CB3 0ET.  
Closing date: 11 October 1978.  
NATURAL ENVIRONMENT RESEARCH COUNCIL

## SENIOR SALES EXECUTIVES

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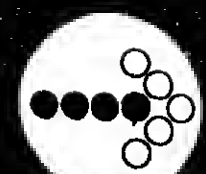
£16,000 p.a.

These job opportunities provide many significant benefits:

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## A SALES and MARKETING SERVICES COMPANY

## REPORTER — SUB EDITOR

Europe's leading computer and digital systems monthly magazine, Systems International — needs a young, imaginative and technical writer to join its lively team based in South London. He/she will be expected to generate articles on computer topics so some knowledge of the computer industry is required.

Apply to Frank Booty, Editor, Systems International, Dorset House, Stamford Street, London SE1. Tel: 01-281 8011.

# COBOL Programmers Let's talk about success —yours and ours!

There's a lot we could say about the areas of computing in which we lead the world — large-scale computers, computer peripherals, computer consumables, computer-based education and, of course, computer services. However, we recognise that the success of a company is only relevant to the employee when it directly affects his or her career and financial situation.

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## TECHNICAL SUPPORT STAFF LEICESTER BUILDING SOCIETY OADB, LEICESTER

Our Computer Department is looking for staff for a new Technical Support function.

The present installation consists of a twin Burroughs 83700 system at the centre of an expanding nationwide Data Communications network. It is planned to transfer operations to a dual B800 system using an on-line data base.

The main requirement will be to ensure the successful implementation of the Data Base and Data Communications network, and monitor the performance of computer systems.

Applicants should preferably have sound experience of Data Base techniques and/or Data Communications, together with some systems design and programming knowledge. While knowledge of ALGOL and experience of Burroughs GEMCOS, NOL, OMS II software would be particularly useful, it is not essential as training will be given.

Salary will vary much depending on the experience and expertise that can be offered.

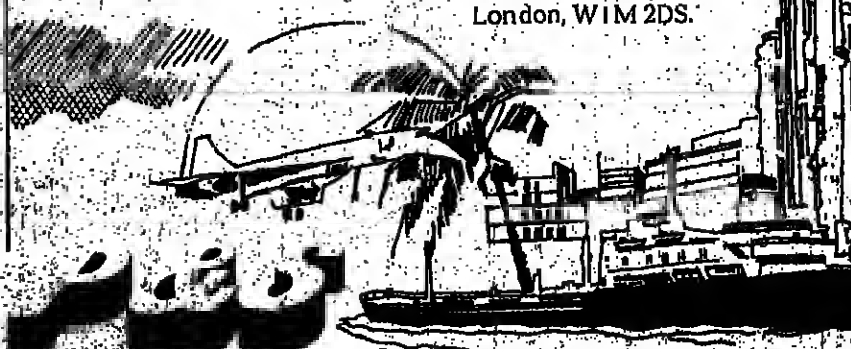
CONDITIONS OF EMPLOYMENT ARE EXCELLENT WITH BENEFITS WHICH INCLUDE CONCESSIONARY MORTGAGE INTEREST RATE, RELOCATION ASSISTANCE WILL BE PROVIDED WHERE NECESSARY.

APPLICANTS SHOULD STATE PERSONAL DETAILS, CAREER HISTORY AND PRESENT SALARY, IN WRITING TO: ASSISTANT PERSONNEL-MANAGER, CHIEF OFFICE, LEICESTER BUILDING SOCIETY, OADB, LEICESTER LE2 2RF.

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Project Leaders and Programmers with high and low level language experience, accessing of data banks, and forecasting should apply in the first instance to: Programming and Systemsolve Ltd., 9-11 Telford Street, Knutsford, Cheshire, WA16 6AB. Tel: 0565-4925 or 30 Baker Street, London, W1M 2DS.



## THE SALES BIT Where sensitivity really counts

I HAVE often used the term "buyer" in this column. As far as I am concerned it does not necessarily refer to someone within a buying department, but rather to any person who buys (ie, makes the decision to purchase).

Buyers and salesmen not only exist at all levels of age, experience and seniority, but also with a wide range of individual moods and attitudes. If a satisfactory ongoing business relationship is to exist between these two parties, then it must be a well balanced interaction. It is therefore the salesmen's responsibility to adjust his approach to ensure that such a balanced relationship is established. If he becomes subdominant he will lose respect; if he becomes dominant he will be regarded as insensitive to the buyer's needs; if he does not exhibit due deference to any gap in age status or experience between the buyer and himself he may be considered disrespectful.

This type of situation is where "sales sensitivity" really counts.

Here are a few samples of buyer attitudes, most of which I am sure you will recognise, with some brief comments.

Perhaps you will consider your own methods for handling the following characters.

### THE AGGRESSIVE BUYER

"Keep your cool" is the prevailing message. The salesman should view this kind of buyer with the calm detachment of a bystander and avoid any possibility of direct involvement in the source of aggression. Why should the buyer be aggressive, even angry? Maybe the salesman offended him? So, he should ask and apologise in advance. That usually results in an immediate modification of attitude.

### THE DISORGANISED BUYER

Judging the best time to call is usually the most effective way of handling this type of buyer. First thing in the morning is the best time, before he gets immersed in the problems of the day, or in the evening after the telephone stops ringing.

From the selling angle the salesman needs to take whatever steps are necessary to hold constantly the buyer's attention. Summarise step by step and trial "close" at every stage of the negotiation. Written confirmation of all items agreed is essential.

### THE AUTOMATIC BUYER

As with the "aggressive" buyer, a calm detachment is essential. A fatalistic typically despises subordination as much as he hates opposition. Therefore the salesman is obliged to show respect for the buyer's status, but at the same time handle all the questions that confront him with confidence and authority.

### THE HUSY BUYER

I don't mean the classic "Something just cropped up, I can only spare you 50 microseconds". In that case the salesman should just make another appointment and get out. No, I mean the buyer who is prepared to hear the whole story, but he has too much else on his mind — telephones constantly ringing, heads around the door, and so on.

### THE 'KNOW-ALL' BUYER

This situation must be kept brief and simple. It is also a good idea for the salesman to let it be known that he is sympathetic towards the buyer's busy situation and will consequently condense his presentation and quickly get to the point.

### THE MATEY BUYER

A good relationship between the salesman and the buyer is conducive to good business, but one that is too familiar becomes an obstacle. Two approaches that can add discipline to this situation are a constant awareness of the need to keep the conversation on the business topic and also using the "trial close" at every opportunity as a constant reminder of the salesman's primary intention.

### THE HESITANT BUYER

This type of buyer is usually both indecisive and insecure, which means he needs help without patronising him. He may not be being drowned in statistics.

The salesman should make his points simply and clearly by declaring the advantages and benefits directly related to the buyer in an uncluttered manner, omitting all peripheral and intangible claims.

### HEX PAUSES

Because of pressure on space The Hexadecimal Kid is taking an enforced rest this week. He'll be back!

### Puzzle Answer

942 + 942 + 942 = 1,113

John G. ...



**JUNIOR PROGRAMMER**

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If you have only just started as an RPL programmer, this company will be interested in you. They only require six months experience on System 3. They offer help with relocation expenses and other company perks. You will help them in developing a new order entry and sales ledger system (we also have three companies in the city looking for more experienced RPL programmers).

CW46/1 Michael

**OPERATORS**

£5,000 Inc.

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CW46/2 Patricia

**OPERATORS**

c. £5,800 Inc.

VICTORIA

If you have 18 months IBM OS experience, this commercial company will be interested in you. They have a 370/145 plus TP 3790s. Interesting 12 hour shift system allows generous time off. Lots of nice perks too.

CW46/3 Tricia

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NR. MILTON KEYNES

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CW46/4 Tricia

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W1

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CW46/5 Tricia

**JUNIOR SYSTEMS ANALYST**

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A major commercial company with a small but powerful ICL installation requires a systems analyst with a programming background to work on a variety of commercial and engineering applications. Nice perks.

CW46/7 Michael

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CW46/8 Tricia

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CW46/9 Michael

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Apply NOW for the latest vacancies. IBM, HONEYWELL, DEC & ICL programmers welcome. Earn a Xmas holiday paid break plus an attendance BONUS. Ask for the Contracts Officer on 01-995 4148, here. CW46/6

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LONDON &amp; HOME COUNTIES

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CW46/10 Michael

**DEC PROGRAMMERS**

£4,500 to £6,000

LONDON &amp; HOME COUNTIES

We are looking for experienced DEC programmers to work on a variety of commercial and engineering applications. We have a large IBM installation and require people with commercial experience to work on new existing projects. Lovely area to work in.

CW46/11 Michael

**SENIOR SYSTEMS ANALYST**

c. £5,500

NR. HERFORD

This organization is involved in the retail business and therefore offers some interesting projects. They have a large IBM installation and require people with commercial experience to work on new existing projects. Lovely area to work in.

CW46/12 Michael

**SENIOR CONSULTANTS**

£0,500 to £12,000

CENTRAL LONDON

Six large, well-established organizations are looking for systems people with all round experience in the computer services industry and the right personality to deal with clients. They require first-class service. Technical Consultants should have a minimum of 10 years' experience in depth implementation experience of IBM or ICL. Salary range is essential. Excellent benefits to the successful candidate.

CW46/13 Michael

# SO

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To qualify as a successful candidate you will probably be a Programmer/Analyst, competent in COBOL, PLI or ASSEMBLER, and capable of controlling a small Project Team.

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Potential Team Leaders with three to four years commercial programming experience (languages as above)

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And your career opportunities? Equally varied — as our client believes in developing people as far as their abilities will carry them. You will have an opportunity to continue in programming and analysis or move to sales support, marketing or any one of a number of specialist teams. The result is a career of unbelievable variety — certainly not matched by most end-users or service organisations — a commencing salary (at the senior level) of £7,000 per annum and the type of attractive benefits you would expect in a growth orientated organisation.

Contact Dave Scarlett 01-935 0671 or 01-540 3549 (Evenings)

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a division of Philips Electronic Industries

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The work involves specification, development and design of new software products in the following areas:

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- Real time operating systems
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- Data Communications
- Distributed systems, network development
- Programming languages, compiler construction

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Applications including a full C.V. and quoting reference 10/c.w. should be sent to John Higgins, Personnel Manager, Philips Data Systems, Elektre House, 2 Bergholt Road, Colchester, Essex CO4 5BE, and applicants should note that initial interviews will be held in the UK, and obtained from Mr P. C. Hölcher at Apeldoorn in Holland on 010 31 65 230123.

01-935 0671